NORTEL NETWORKS

Enterprise Edge Voice Messaging Set Up and Operation Guide

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Section I - Getting started

- Introduction
- Setting up Enterprise Edge Voice Messaging

Introduction 1

About Enterprise Edge Voice Messaging

Enterprise Edge Voice Messaging works with your Enterprise Edge telephone system and Enterprise Edge Voice Applications Manager, the Administration software, to give you easy access to using and programming the telephone system.

For more information on installing and using Enterprise Edge Voice Applications Manager see Appendix B: Enterprise Edge Configuration Tips on page 147.

Enterprise Edge Voice Messaging is available in two different packages: base and optional.

Basic Enterprise Edge Voice Messaging

The following is a brief description of the base Enterprise Edge Integrated Solution software.

Voice messaging

Accurately records callers' messages and stores them in a mailbox for easy retrieval. Each Enterprise Edge telephone in your system can have its own mailbox and personal greeting.

Automated Attendant

Answers your business calls promptly, 24 hours a day, with a Company Greeting. A voice prompt offers callers a menu of options to direct their call by selecting a digit on the dialpad.

Custom Call Routing (CCR)

Enhances the Automated Attendant menu with a customized CCR Home Menu to offer callers a wider range of call routing options and access to sub-menus as well as information messages. CCR allows you to determine the menu options and record the voice prompts that guide callers along call paths.

Enterprise Edge Integrated Solution optional software

Enterprise Edge Integrated Solution optional software includes all the features of Enterprise Edge Voice Messaging and the following components that enhance your office communications.

Enterprise Edge Networking

Enterprise Edge Networking links Enterprise Edge Voice Messaging or other voice mail systems at different locations. Networking allows the exchange of Voice Messages between users at different sites connected on a network via Transmission Control Protocol/Internet Protocol (TCP/IP).

Audio Messaging Interchange Specification (AMIS) Networking and Digital Networking

Includes General Networking parameters and Audio Messaging Interchange Specification (AMIS)-specific parameters and AMIS Site Administration. Refer to the *Enterprise Edge Voice Messaging AMIS Set Up and Operation Guide* for information about AMIS Networking. For information about digital networking, refer to the *Enterprise Edge Networking Set Up and Operation Guide*.

Enterprise Edge Unified Messaging

Enterprise Edge Unified Messaging consists of three features:

- Enterprise Edge Unified Messaging
- Enterprise Edge Personal Mailbox Manager
- Enterprise Edge Operator Manager

Enterprise Edge Unified Messaging

The Enterprise Edge Unified Messaging feature allows you to create and receive Enterprise Edge Voice Messaging messages on your personal computer (PC).

Enterprise Edge Personal Mailbox Manager

Enterprise Edge Personal Mailbox Manager allows you to administer all the mailbox features and functions that are available through Feature 9 8 1 from your PC. Enterprise Edge Personal Mailbox Manager gives you the ability to:

- Initialize your personal mailbox
- Record your primary, personal and alternate greetings
- Select your primary, personal and alternate greetings
- Change your spoken name that appears in the Company Directory
- Change your Target Attendant
- Set up and maintain Off-premise Message Notification
- Set up and maintain Outbound Transfer

Enterprise Edge Personal Mailbox Manager also gives the System Administrator access to Information Mailboxes, the System Administrator Mailbox, the Business Open status tab and the record Company Greetings tab.

Enterprise Edge Operator Manager

Enterprise Edge Operator Manager allows the System Administrator to administer the Enterprise Edge Voice Messaging features and functions available through Feature 9 8 2 from a PC. Enterprise Edge Operator Manager gives you the ability to:

- Change the Operator password
- Change the Business Status to open or closed
- Enable and disable the system attendant (Operator)
- Change the extension of the system attendant (Operator)
- Enable and disable the Enterprise Edge Voice Messaging Call Answer feature (Automated Attendant and call answering)

Enterprise Edge Call Center

The Enterprise Edge Call Center system handles incoming calls as efficiently and economically as possible. Incoming calls are distributed to available agents or to Enterprise Edge Call Center greetings in your call center. To ensure that each call is handled successfully, the Enterprise Edge Call Center system answers, plays greetings and routes each incoming call to the first available agent in the order of the call's arrival.

Enterprise Edge Call Center is an Enterprise Edge Voice Messaging system option that is enabled with a Security Keycode.

How this guide is organized

This guide leads a System Administrator through setting up the Enterprise Edge Voice Messaging system and serves as an ongoing reference aid. With this in mind, read the guide carefully to understand how to set up and administer your Enterprise Edge Voice Messaging system.

The instructions in this guide are presented in easy-to-follow steps that cover all aspects of setting up and administering your Enterprise Edge Voice Messaging system.

This section tells you what to expect as you read the guide, and how information is presented.

The Appendices at the back of this guide include detailed information on topics relevant to setting up and operating the Enterprise Edge Voice Messaging system.

Symbols and conventions

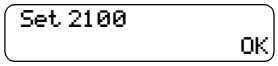
The following conventions and symbols are used to describe the words that appear on the telephone display and dialpad.

Convention / Symbol	Example	Purpose
Display font, mixed case	Pswd:	Display prompts. Used on one- and two-line display telephones. You must perform an action in response to the prompt.
Display font, word in capital letters and underlined	MBOX	Display button option. Appears on two-line display telephones only. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Represents the buttons you press on the dialpad to select a particular option.

What appears on the display

The telephone displays in this guide use the Enterprise Edge Voice Messaging default settings and sample names.

For example:



This display shows an example of the Enterprise Edge Voice Messaging extension number.

Prerequisites

Before you attempt to set up Enterprise Edge Voice Messaging, ensure you are familiar with how Enterprise Edge Voice Applications Manager works.

The Enterprise Edge Voice Messaging document set

Document	Audience	Description
Enterprise Edge Voice Messaging Quick Reference Card	All users	Describes how to use the most common Enterprise Edge Voice Messaging commands and features.
Enterprise Edge Voice Messaging Reference Guide	All users	A more detailed, procedural description of the Enterprise Edge Voice Messaging commands and features available to end users.
Enterprise Edge Voice Messaging Set Up and Operation Guide	System Administrator	Instructions for setting up, programming, and operating the Enterprise Edge Voice Messaging system.
Enterprise Edge Voice Messaging Programming Record	System Administrator	Planning sheets to support the Enterprise Edge Voice Messaging System Administrator programming tasks.
Enterprise Edge Voice Messaging AMIS Set Up and Operation Guide	System Administrator	Instructions for setting up and programming the optional AMIS software available for Enterprise Edge Voice Messaging for the Enterprise Edge Integrated Solution software package.
Enterprise Edge Voice Messaging AMIS User Guide	All users	Information about programming and using the AMIS software available for the Enterprise Edge Integrated Solution software package.

Section II - Preparing Enterprise Edge Voice Messaging for use

- Using Enterprise Edge Voice Applications Manager
- Setting up Enterprise Edge Voice Messaging

Using Enterprise Edge Voice Applications Manager 2

Overview

Enterprise Edge Voice Applications Manager is a Windows® based application that allows the System Administrator to set up and administer Enterprise Edge Voice Messaging features.

Enterprise Edge Voice Applications Manager can be accessed by clicking the Enterprise Edge Voice Messaging icon on the Enterprise Edge Voice Applications Manager window.

You can also install Enterprise Edge Voice Applications Manager on any PC that is connected to the same Transmission Control Protocol/Internet Protocol (TCP/IP) based local area network as the Enterprise Edge server.

Note: To record voice prompts or greetings using Enterprise Edge Voice Applications Manager from a PC, the PC must have voice recording capabilities, including a sound card, microphone and speakers.

Enterprise Edge Voice Applications Manager installation overview

To use this Guide, you must be familiar with Enterprise Edge and Enterprise Edge Voice Messaging terminology as well as the Windows® operating system.

PC prerequisites

Your PC must meet the following requirements before you install the Enterprise Edge Voice Applications Manager client software:

- Your PC must be running Windows® 95, Windows® 98 or Windows® NT.
- If Enterprise Edge Voice Applications Manager is to be connected over a local area network, your PC must be equipped with the required hardware and configured to access the same local area network the Enterprise Edge server is on.
- Your PC requires at least 2 MB of free disk space to install the Enterprise Edge Voice Applications Manager client software.

Installing the Enterprise Edge Voice Applications Manager client software

To install the Enterprise Edge Voice Applications Manager software:

1. Exit any Windows® programs that are running.
2. On the taskbar, click the **Start** button, point to **Find** and then click **Computer**.
   The Find: Computer dialog box appears.
3. In the **Named** list box, type the name of the Enterprise Edge server or select the Enterprise Edge server from the list. If you do not know the name, ask your System Administrator.
4. Click the **Find Now** button.
   The Enterprise Edge server icon appears in the list below.
5. Double-click the **Enterprise Edge server** icon.
   The Enterprise Edge server window opens.
6. Double-click the **NortelDT** folder.
7. Double-click the **Enterprise Edge Voice Applications Manager** folder.
8. Double-click the **INSTALL.EXE** file.
9. Follow the instructions on the display to complete the installation.

Starting the Enterprise Edge Voice Applications Manager client software from a PC

To start the Enterprise Edge Voice Applications Manager client software from a PC:

1. Click **Start** and then click **Programs**.
2. Point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.
   The Administration Password dialog box appears.
3. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
4. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.
   The Enterprise Edge Voice Applications Manager menu appears.

Removing the Enterprise Edge Voice Applications Manager client software

To remove the Enterprise Edge Voice Applications Manager client software from your PC:

1. Click **Start**, point to **Settings** and then click **Control Panel**.

2. Double-click **Add/Remove Programs**.

3. From the list, select **Enterprise Edge Voice Applications Manager** and click the **Add/Remove** button.

4. Confirm the deletion.
   The Uninstall program removes the items associated with Enterprise Edge Voice Applications Manager. This procedure takes several seconds.

The Enterprise Edge Voice Applications Manager client software is now removed from your PC.

Setting up Enterprise Edge Voice Messaging 3

Overview

This chapter includes information about:

- Who can use Enterprise Edge Voice Messaging
- Using Enterprise Edge Voice Messaging with an Enterprise Edge two line display telephone
- Ending a session
- Accessing your Personal Mailbox while away from the office
- Interrupting a voice prompt

Who can use Enterprise Edge Voice Messaging

Enterprise Edge Voice Messaging can be used by any outside caller and by mailbox owners in your company. Inside your office, Enterprise Edge Voice Messaging can be used from any touch tone phone connected to your Enterprise Edge system. Mailbox owners who are away from the office can use Enterprise Edge Voice Messaging can from any touch tone phone.

Incoming calls from a rotary dial telephone are transferred to your company Receptionist or designated Operator. If the Operator is not available, the caller is directed to the General Delivery Mailbox.

When using Enterprise Edge Voice Messaging from a Enterprise Edge telephone, a mailbox owner must first enter a Feature Code. For more information about Feature Codes, refer to Mailbox Feature Codes on page 97.

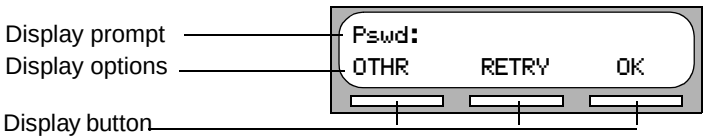
Using Enterprise Edge Voice Messaging with an Enterprise Edge two line display telephone

The display on Enterprise Edge two line display telephones provides information about commands and options available when you are using Enterprise Edge Voice Messaging.

The display can show up to three display button options at a time. In some instances, you must wait for the voice prompt to play the other available options. When options are played by the voice prompt and the corresponding button does not appear on the display, you must select the option using the numbers on the dialpad.

The Enterprise Edge two line display display is shown in the diagram the figure Enterprise Edge two line display two line display on page 26.

Enterprise Edge two line display two line display



Ending a session

To exit from a Enterprise Edge Voice Messaging session:

- hang up the handset

  or

- press Rls

Accessing your Personal Mailbox while away from the office

When you are away from the office, you can access Enterprise Edge Voice Messaging from the dialpad of any touch tone telephone. To access your Personal Mailbox, press * * while your Personal Greeting plays. Enter your Personal Mailbox number and password combination and follow the voice prompts.

After you listen to your messages, the messages you have not deleted are automatically saved.

A mailbox owner has a limited number of incorrect password attempts when trying to open a Personal Mailbox while away from the office. The system disconnects the call after three incorrect attempts.

Interrupting a voice prompt

Each command shown on the telephone display is accompanied by a voice prompt. On a two-line display telephone, the voice prompt plays after a five-second delay. If you do not select an option, the call is disconnected. On a single-line display telephone, the voice prompt plays immediately. If you do not select an option within an additional five seconds, the voice prompt replays the options before the session ends.

Enterprise Edge Voice Messaging voice prompts provide the same options as the display button options, and additional options not on the display. When the voice prompt plays the available options, it announces the dialpad buttons that invoke the options.

When the voice prompt announces a display option with a corresponding dialpad button, you can use the display button or the number on the dialpad. Either button invokes the selected option.

A voice prompt can be stopped by pressing #. A user cannot interrupt a prompt that is informing the user of an error.

Press * to return to the previous display prompt.

There are no voice prompts for configuration options. All configuration commands and options appear on the two-line display telephone.

Section III - Automated Attendant

- Setting up an Automated Attendant
- Automated Attendant Status settings

Setting up an Automated Attendant 4

Overview

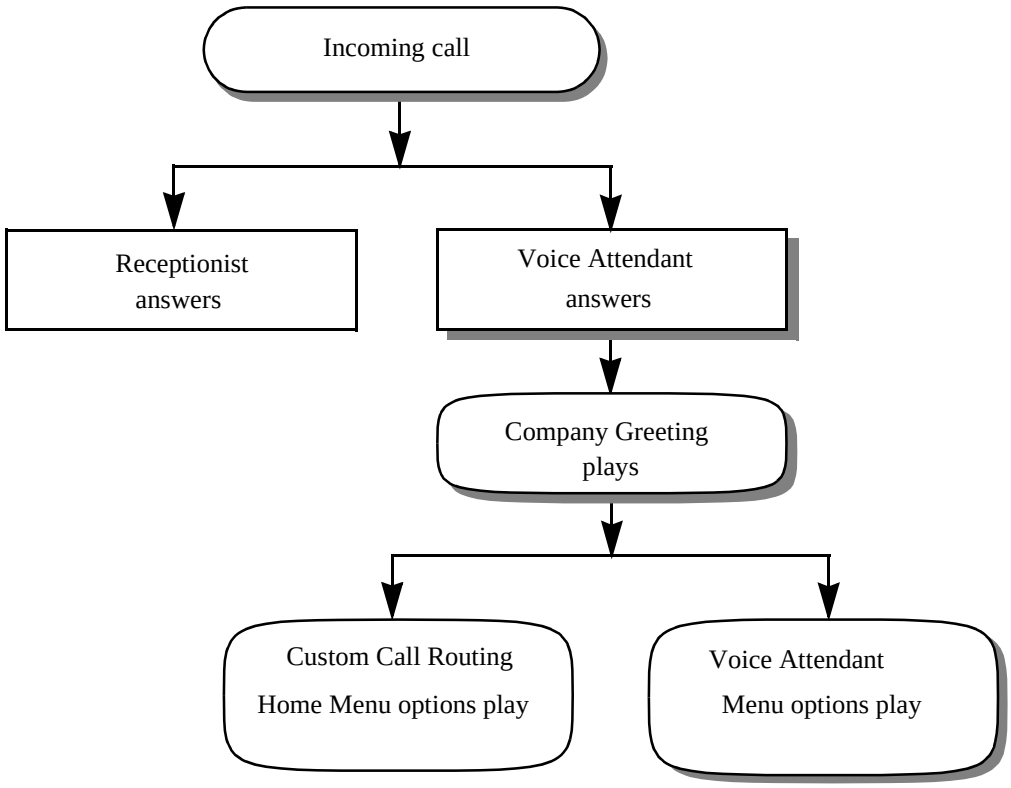
The Automated Attendant provides a convenient means of answering your company's incoming telephone lines with a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Tables. You can also specify which greeting plays for particular lines. For example, you can program the system so that callers hear one greeting when they call the sales line, and a different greeting when they call the customer support line.

After the greeting, the Automated Attendant Menu offers callers a range of options that they can select using the dialpad of their telephone. You can also customize this menu to provide a different selection of options for callers.

If you want to offer a greater range of options and services for incoming calls, you can assign a Custom Call Routing (CCR) menu instead of the Automated Attendant Menu.

Automated Attendant answering overview



This chapter contains information and procedures on:

- recording your company Greetings
- setting up a Greeting Table
- assigning greetings to the table
- creating a custom menu
- adding an alternate language for your greetings
- assigning the Greeting Table Attendant
- assigning a Custom Call Routing menu
- programming the business hours for the Automated Attendant
- programming which lines are answered by Enterprise Edge Voice Messaging
- setting the number of rings before Enterprise Edge Voice Messaging answers

You can revise the Automated Attendant settings to reflect changes in your office. This section also contains information on:

- viewing and changing which lines are answered by Enterprise Edge Voice Messaging
- enabling or disabling the Touchtone Gate option
- enabling or disabling the Enterprise Edge Voice Messaging option

Other options available are explained elsewhere in this guide, such as changing the Company Directory status for a mailbox and adding or changing a Caller ID (CLID) Dialing table.

Greeting Tables

The Greeting Tables store the recordings played by the Automated Attendant to incoming callers. Enterprise Edge Voice Messaging provides four Greeting Tables numbered 1 to 4.

You can store a total of 40 Company Greetings in memory, but only four greetings can be assigned a Greeting Table at any one time. You can assign the same four greetings to each table, or you can assign unique greetings to each table.

The following shows an example of how Greetings can be assigned to the tables.

Greeting Type	Table 1	Table 2	Table 3	Table 4
Morning	Greeting 1	Greeting 5	Greeting 9	Greeting 13
Afternoon	Greeting 2	Greeting 6	Greeting 10	Greeting 14
Evening	Greeting 3	Greeting 7	Greeting 11	Greeting 15
Non-business	Greeting 4	Greeting 8	Greeting 12	Greeting 16

We recommend using greetings 1 through 16 as your daily business greetings, and greetings 17 through 40 as special greetings.

Each Greeting Table is divided into four sections, based on the time of day. The following shows the default times assigned to the sections.

Greeting Type	Default start times
Morning	12:00 am
Afternoon	12:00 pm
Evening	6:00 pm
Non-business	6:00 pm If default hours are used, the Non-business Greeting is not heard by the caller. The Non-business Greeting can be turned on and off using the Business Status feature.

Greeting Tables using the Alternate Language

When you use both the Primary and Alternate Languages, we recommend that you assign one Greeting Table to the Alternate Language. For example, if your company has two incoming lines and you want to assign one line to the Alternate Language, you must assign that line to a Greeting Table that has all the greetings recorded in the Alternate Language. This means you can record greetings 5, 6, 7 and 8 in the Alternate Language and assign the greetings to Greeting Table 2 for line 2.

Company Greetings

Before you record your company Greetings, determine the type of greetings to be used on the different incoming telephone lines and what you want the greetings to say. You must prepare at least four greetings. As you record your greetings, number them from 1 to 4.

The four greetings reflect the Morning, Afternoon, Evening and Non-business hours. For example:

1) Morning Greeting:	*"Good morning. You have reached Touchstone Marketing."*
2) Afternoon Greeting:	*"Good afternoon. You have reached Touchstone Marketing."*
3) Evening Greeting:	"*Good evening. You have reached Touchstone Marketing.*"
4) Non-business Greeting:	"*You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling.*"

Greetings 1 through 4 are assigned by default to all Greeting Tables. This means that Greeting 1 is played as the Morning Greeting for Greeting Tables 1, 2, 3 and 4.

If you are using only one Greeting Table, the numbered greetings you record from 1 to 4 play automatically. You do not have to assign Greetings 1 to 4 to the Table, but you must select the language preference.

If you are using a Primary and Alternate Language, it is a good idea to record the option 9 instruction in the Alternate Language. For example, if you are using English as your Primary Language and French as your Alternate Language, your main greeting is in English and the option 9 instruction is in French. For example:

"Good morning. This is Touchstone Marketing. To use our voice messaging service in French, press 9."

Since the default Automated Attendant Menu prompt does not announce an Alternate Language Option, your Greeting must instruct a caller to press 9 to use the Alternate Language.

Company Greetings can be 1 to 10 minutes in duration. If you need to change the greeting duration, you must change the Class of Service assigned to the System Administrator Mailbox. For information on how to change the setting, refer to Changing mailbox options on page 83.

After you have determined what your Greetings are, practice recording them. Remember to speak slowly and clearly, at a pace that is easy to understand.

Recording a Company Greeting

To record a Company Greeting:

1. Click the **Auto Attendant** menu and then click **Company Greetings**.
   The Company Greetings dialog box appears.

2. Click the number of the greeting you want to record.

3. Click the **Voice** button.

4. Follow the steps in To record a Company Greeting from your telephone handset to record a greeting from your telephone handset
   or
   follow the steps in To record a Company Greeting from your PC to record a greeting from your PC
   or
   follow the steps in To locate a previously recorded greeting to select a previously recorded greeting.

To record a Company Greeting from your telephone handset

The telephone you use to record your greeting must be a telephone on your Enterprise Edge system.

1. In in the **Set is** box, type the extension number of the Enterprise Edge telephone you are using to record the greeting.

2. Click the **Record** button.
   The telephone rings.

3. Pick up the handset. After the tone, record your Company Greeting.

4. After you finish recording your prompt, click the **Stop** button.

5. To listen to the prompt, click the **Play** button.

6. Click the **Close** button and replace your telephone handset.
   A message appears asking you to confirm that you want to save your recording.

7. Click the **Yes** button to save your changes.
   You return to the Company Greetings dialog box.

8. Click the **Close** button to close the Company Greetings dialog box, or click the **Voice** button to record another greeting.

To record a Company Greeting from your PC

To record a Company Greeting using Enterprise Edge Voice Applications Manager from a PC, the PC must have voice recording capabilities, including a sound card, microphone and speakers.

1. At the **PC Microphone and Speakers** options, click the **Record** button.
   The Sound Recorder dialog box appears.

2. Click the **Record** button and record the greeting.

3. Click the **Stop** button when you have recorded the greeting.

4. Click the **Close** button to close the Sound Recorder.
   A message appears asking you to confirm that you want to save the recorded file.

5. Click the **Yes** button on the next two messages to save the greeting.

6. Click the **Close** button to return to the Company Greetings dialog box.

7. Click the **OK** button to close the Company Greetings dialog box.

To locate a previously recorded greeting

1. Click the **Advanced** button.
   The dialog box expands to show the Upload Voice and Download Voice options.

2. If you know the location of the greeting, in the **Load from File** box type the location of the file and click the **Load from File** button
   or
   if you do not know the location of the file, at the **Upload Voice** option, click the **Browse** button and follow steps 3 to 7.
   The Open dialog box appears.

3. From the **Look in** list, select the location of the file.

4. In the **File name** box, type the file name.

5. From the **Files of typ**e list, select the file type.

6. Click the **Open** button.

7. Click the **Close** button, and then click the **OK** button to accept the greeting.

Setting up a Greeting Table

To set up a Greeting Table, complete the following procedures to:

- record a Custom Menu prompt, if you are replacing the default Automated Attendant Menu
- assign a greeting to a Greeting Table
- assign a language preference
- assign a Greeting Table Attendant
- assign a CCR Tree

  Note: A Custom Call Routing (CCR) Tree must be built and enabled before it can be assigned.
- set your company's Business Hours

Automated Attendant Menu

The Automated Attendant Menu plays after the company Greeting, and when a mailbox owner accesses the Automated Attendant.

The default Automated Attendant Menu informs the caller: *"Using the dialpad, please enter the extension you wish to call. To use the directory, press* [#]. *To leave a message, press* [*]. *To reach an Operator, press* [0]*."*

Recording a Custom Menu prompt

If the Automated Attendant Menu prompt is set to No, you must record a Custom Menu prompt to replace the prerecorded one. You can record a prompt from your PC or your telephone handset, or you can select a previously recorded prompt.

When you record a Custom Menu prompt you can provide the caller with a list of options such as choosing the Alternate Language, accessing the Company Directory or reaching an Operator. Each Greeting Table has two Custom Menu prompts for a Primary and Alternate prompt.

Remember to speak slowly and clearly, at a pace that is easy to understand.

To record a Custom Menu prompt

1. Click the **Auto Attendant** menu, click **Greeting Table** and click the Greeting Table you want to record a prompt for.
   The Greeting Table Setup dialog box appears.

2. Click the **Answering** tab.

3. Select the **Enable** check box.

4. Click the **Voice** button for Primary Prompt or Alternate Prompt to record a menu prompt from your telephone handset or your PC, or upload a previously recorded prompt.

To record a Custom Menu prompt from your telephone handset

The telephone you use to record your prompt must be a telephone on your Enterprise Edge system.

1. At the **Telephone** options, in the **Set is** box, type the extension number of the Enterprise Edge telephone you are using to record the prompt.

2. Click the **Record** button.
   The telephone rings.

3. Pick up the handset. After the tone, record your Custom Menu prompt.

4. When you are finished recording your prompt, click the **Stop** button.

5. To listen to the prompt, click the **Play** button.

6. Click the **Close** button and replace your telephone handset.
   A message appears asking you to confirm that you want to save your recording.

7. Click the **Yes** button to save your changes.
   You return to the Greeting Table Setup dialog box.

8. Click the **OK** button to close the Greeting Table Setup dialog box, or click the **Voice** button to record another prompt.

To record a Custom Menu prompt from your PC:

To record voice prompts using Enterprise Edge Voice Applications Manager from a PC, the PC must have voice recording capabilities, including a sound card, microphone and speakers.

1. At the **PC Microphone and Speaker** options, click the **Record** button.
   The Sound Recorder dialog box appears.

2. Click the **Record** button and record the prompt.

3. Click the **Stop** button when you have recorded the prompt.

4. Click the **Close** button to close the Sound Recorder.
   A message appears asking you to confirm that you want to save the recorded file.

5. Click the **Yes** button on the next two messages to save the recorded prompt.

6. Click the **Close** button to return to the Greeting Table Setup dialog box.

7. Click the **OK** button to close the Greeting Table Setup dialog box.

To locate a previously recorded prompt

1. Click the **Advanced** button**.**
   The dialog box expands to show the Upload Voice and Download Voice options.

2. If you know the location of the file, type the location in the **Load from File** box and click the **Load from File** button
   or
   if you do not know the location of the file, click the **Browse** button and follow steps 3 to 7.

3. From the **Look in** list, select the location of the file.

4. In the **File name** box, type the file name.

5. From the **Files of typ**e list, select the file type.

6. Click the **Open** button.

7. Click the **Close** button, and then click the **OK** button to accept the prompt.

Assigning a greeting to a Greeting Table

To assign greetings to a Greeting Table:

1. Click the **Auto Attendant** menu and then click **Greeting Table**.

2. Click the Greeting Table you want to configure.
   The Greeting Table Setup window appears with the Greeting Numbers tab open.

3. In the **Morning**, **Afternoon**, **Evening** and **Non-Business** boxes, type the greeting numbers you want to use.

4. Click the **OK** button.

To continue assigning greetings to the Afternoon, Evening and Non-business sections of the Greeting Table, repeat the steps.

Assigning the language preference

When all your greetings are assigned to the Greeting Table, you can assign the language preference. You can change the language preference at any time. You can set the language preference for each Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. If the Enterprise Edge Voice Messaging Bilingual Option is set to No, you do not assign a language preference.

To assign a language preference:

1. Click the **Auto Attendant** menu and then click **Greeting Table**.

2. Click the Greeting Table you want to configure.
   The Greeting Table Setup dialog box appears.

3. Click the **Answering** tab.

4. At the **Language Preference** option, select **Primary** to use the primary language or select **Alternate** to use the alternate language.

5. Click the **OK** button.

Assigning the Greeting Table Attendant

Assigning the Greeting Table Attendant overrides the designated Operator. If the Attendant does not answer, the call goes to the destination Mailbox. If there is no mailbox, the call goes to the General Delivery Mailbox.

To assign the Greeting Table Attendant:

1. Click the **Auto Attendant** menu and then click **Greeting Table**.

2. Click the Greeting Table you want to configure.
   The Greeting Table Setup dialog box appears.

3. Click the **Answering** tab.

4. In the **Attendant Extension** box, type the extension of the Greeting Table Attendant.

5. Click the **OK** button.

Assigning a CCR Tree to a Greeting Table

A Custom Call Routing (CCR) Tree must be built and enabled before it can be assigned.

To assign a CCR Tree to a Greeting Table:

1. Click the **Auto Attendant** menu, and then click **Greeting Table**.
2. Click the Greeting Table you want to configure.
   The Greeting Table Setup dialog box appears.
3. Click the **Answering** tab.
4. At the **CCR Tree** option, select the CCR Tree number you want to assign to the Greeting Table.
5. Click the **OK** button.

Setting the Business Hours

Setting the Business Hours determines when each greeting is played from the Greeting Tables. Business Hours are divided into the four categories Morning, Afternoon, Evening, and Non-business for each of the seven days of the week for each Greeting Table.

To set the Business Hours:

1. Click the **Auto Attendant** menu, and then click Greeting Table.
2. Click the Greeting Table you want to configure.
   The Greeting Table Setup dialog box is displayed.
3. Click the **Hours** tab.
4. From the list box, select the day of the week you want to configure.
5. Choose a start time in the **Morning**, **Afternoon**, **Evening** and **Non-business** boxes.
6. Click the **OK** button.

To set up the days when your business is not open, set the Non-business start time to 12:00 a.m. Then set the Morning, Afternoon and Evening start times to 11:59 p.m., so that the Non-business greeting plays throughout the day.

You can turn the Non-business greeting on or off using the Business Status feature. When you set the Business Status to Off, the Non-business greeting continues to play until you set the Business Status to On.

Changing the Enterprise Edge Voice Messaging language availability

The Automated Attendant language was set when Enterprise Edge Voice Messaging was installed.

If you set the Enterprise Edge Voice Messaging bilingual option to No, there is no Alternate Language capability, and all the Classes of Service are assigned the Primary Language selected. This means that a caller who presses 9 when using the Automated Attendant is told that the command is not recognized.

To change the Enterprise Edge Voice Messaging language availability, and the Primary and Alternate Languages:

1. Click the **Options** menu and then click **System Parameter**s.
   The System Parameters dialog box appears.

2. At the **Bilingual** option, select **Yes** for Alternate language capability or select **No** if you want to disable the Alternate language.

3. Click the **OK** button.

Programming which lines are answered by Enterprise Edge Voice Messaging

Enterprise Edge Voice Messaging is able to answer all of your incoming lines, or just the lines you specify. Before Enterprise Edge Voice Messaging answers an incoming line, you must assign the line and set the Answer status to Yes. The maximum number of lines is 500.

You can assign Enterprise Edge Voice Messaging to answer incoming calls after a specified number of rings. The number of rings ranges from 0 (zero) to 12. If the number of rings is left at zero, Enterprise Edge Voice Messaging answers immediately.

For lines equipped with Caller ID (CLID), you must assign the number of rings to two or more. CLID is not provided until just prior to the second ring, so assigning the number of rings to zero or one prevents CLID from being relayed. Without CLID, Personalized Greetings and other features related to CLID do not function.

Adding lines, assigning a Greeting Table and assigning the number of rings before Enterprise Edge Voice Messaging answers

1. Click the **Auto Attendant** menu, and then click **Lines**.
   The Line Administration dialog box appears.

2. Click the line number you want to configure.

3. Click the **Change** button.

4. At the **Answer** option, select **AA**.

5. In the **Table Number** box, type the Greeting Table number you want to assign to the line selected.

6. In the **Number of Rings** box, type the number of rings before Enterprise Edge Voice Messaging answers.

7. Click the **OK** button.
   Repeat steps 3 to 7 for each line you want to configure.

8. Click the **Close** button.

Enabling Touchtone Gate

The Touchtone Gate option allows you to speed up routing incoming calls.

When you enable Touchtone Gate, you can choose to have the standard voice prompt play or you can record your own custom prompt. If you choose the standard prompt, the following voice prompt is played after your company greeting: *"If you are calling from a touch tone phone, please press 1 now. If you are a rotary caller, please hold and you will be transferred."*

Note: If you want to use a custom voice prompt, you must record it before enabling Touchtone Gate. It is recommended that you use Greeting 40 as the custom Touchtone Gate voice prompt. When you enable Touchtone Gate, Greeting 40 is the default custom voice prompt. For more information on recording Greetings, refer to Recording a Company Greeting on page 33.

If the caller presses 1 on the telephone dialpad, the call proceeds to the Automated Attendant or CCR Tree. If no tone is received, the call is sent back to the Receptionist or designated Operator specified by the Greeting Table. If the attendant is not available, the call is directed to the General Delivery Mailbox. If this is not available, the call is disconnected.

The Touchtone Gate voice prompt is not presented to internal callers or while using Feature 981 or Feature 986.

If you disable Touchtone Gate re-record the Company Greeting to include *"If you are calling from a touch tone phone, please dial the extension or press # for the company directory. If not, please hold and you will be transferred to the operator."*

To enable or disable Touchtone Gate:

1. Click the **Auto Attendant** menu and then click **General AA Parameters**. The General Auto Attendant Parameters dialog box appears.

2. At the **Touchtone Gate** option, select **None** to disable Touchtone Gate or select **Standard** to enable the default prompt, or select **Custom** and enter the number of the customized prompt.

3. Click the **OK** button.

Setting up the fax answering extension

This feature allows a caller to use the autosend feature on their fax machine to send faxes to the Enterprise Edge Voice Messaging system. The Automated Attendant recognizes the fax tone and automatically sends the fax messages to the fax answering extension fax machine for printing. The fax answering extension must be a valid Enterprise Edge extension. The fax answering extension is empty by default.

Note: The fax answering extension fax machine must be connected to an Enterprise Edge ATA 2.

To assign a fax answering extension:

1. Click the **Fax** menu.
   The Fax Parameters dialog box appears.

2. In the **System Fax Extension** box, type the fax answering extension.

3. Click the **OK** button.

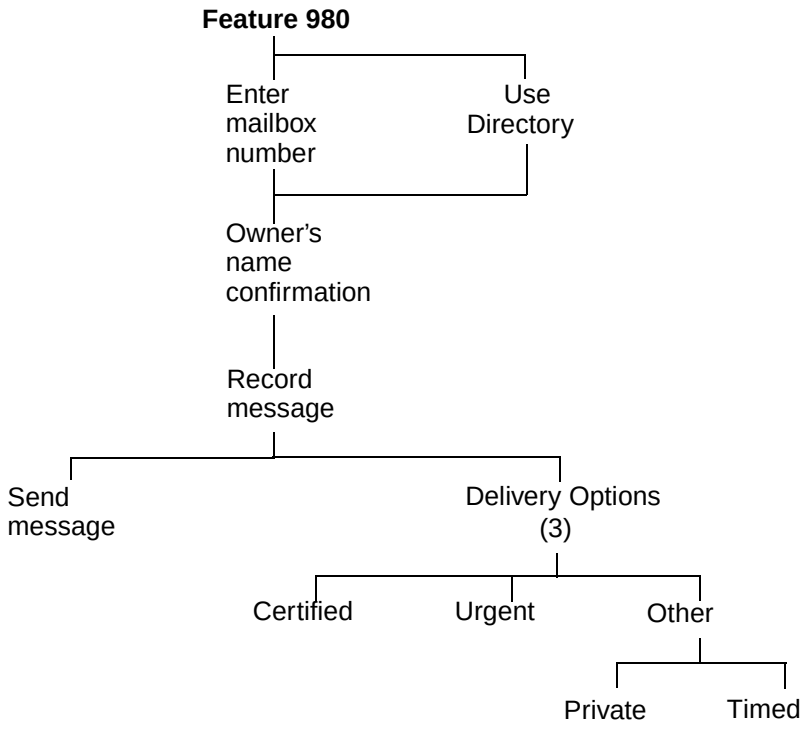
Enabling and disabling Enterprise Edge Voice Messaging

You can enable or disable Enterprise Edge Voice Messaging at any time. The default status is enabled. If Enterprise Edge Voice Messaging is enabled, callers who try to reach an extension that is busy or does not answer are transferred to the extension's mailbox. Callers can access all mailboxes when Enterprise Edge Voice Messaging is enabled.

If Enterprise Edge Voice Messaging is disabled, callers hear the Automated Attendant Menu prompt. Callers cannot leave messages in any mailboxes but can access Information Mailboxes, or press 0 to reach the Operator.

If the Enterprise Edge Voice Messaging Option is disabled, Enterprise Edge Voice Messaging users can still leave a message in a mailbox using Feature 980, as shown in the figure Overview of Sending Messages using Feature 980 on page 44, or the record message option in Feature 981. The mailbox owner can also transfer internal calls to another mailbox using Feature 986.

Overview of Sending Messages using Feature 980



To enable or disable Enterprise Edge Voice Messaging:

1. Click the **Options** menu and then click **System Parameters**. The System Parameters dialog box appears.

2. At the **Voice Mail** option, select **Enable** or **Disable**.

3. Click the **OK** button.

Automated Attendant Status settings 5

Overview

This chapter describes how to:

- set the Operator Status to On or Off
- change the Operator password
- set the Business Status
- assign Enterprise Edge Voice Messaging Line answering
- change the Automated Attendant Status

Setting the Operator Status

When your company Receptionist or Operator is available to respond to callers, set the Operator Status to Yes. When your company Receptionist or designated Operator goes for a break, lunch, or leaves in the afternoon, set the Operator Status to No.

If the Operator Status is set to No, a caller who requests an Operator is informed the Operator is not available, and is transferred to the Menu options to dial another extension or leave a message.

To set the Operator Status:

1. Click the **Options** menu and then click **Operator Settings**.
   The Operator Settings dialog box appears.

2. At the **Attendant Available** option, select **Yes** if the Operator is available or select **No** if the Operator is not available.

3. Click the **OK** button.

Changing the Operator password

The Operator password can be reset to the default (67372867) at any time.

To change the Operator password:

1. Click the **Options** menu and then click **Operator Settings**.
   The Operator Settings dialog box appears.

2. Select the **Reset Operator Password** check box.

3. Click the **OK** button in the next two dialog boxes to accept your changes.

Changing the Operator default extension

Whenever anyone asks to speak to your company Receptionist or Operator, Enterprise Edge Voice Messaging transfers the call to the Operator's extension. For example, if Enterprise Edge Voice Messaging is operating on a two digit Enterprise Edge extension length, this extension is 21. You can change the Receptionist or designated Operator extension.

If the Operator's extension changes, you must change the extension of the General Delivery Mailbox to the new extension of the Operator.

Callers can request to speak to your company Receptionist or designated Operator when the Automated Attendant voice prompt announces the option and the Operator Status is set to Yes.

To change the Operator default extension:

1. Click the **Options** menu and then click **Operator Settings**.
   The Operator Settings dialog box appears.

2. In the **Attendant** box, type the Operator's extension number.

3. Click the **OK** button.

Anyone requesting an Operator is transferred to the new extension. If the Operator does not answer, the call is transferred to the General Delivery Mailbox.

Setting the Business Status

The Business Status setting overrides the scheduled times programmed for the Morning, Afternoon, and Evening in the Greeting Tables.

If the Business Status is set to Yes, greetings are played according to the time scheduled in the Greeting Tables. For example, if Business Status is set to Yes, the Morning, Afternoon and Evening Greetings play automatically according to the start times programmed in the Greeting Tables.

When the Receptionist sets the Business Status to No at the end of the business day or prior to the weekend, the Non-business hours Greeting continues to play until the Business Status is set to Yes.

Have the company Receptionist or designated Operator change the Business Status to Yes in the morning when your company opens. At the end of the business day, have the company Receptionist or designated Operator set the Business Status to No.

To set the Business Status:

1. Click the **Options** menu and then click **Operator Settings**.
   The Operator Settings dialog box appears.

2. At the **Business Open** option, select **Yes** to return to the Greeting Table settings or select **No** to override the Greeting Table and play the Non-business greeting.

3. Click the **OK** button.

Making changes from a remote telephone

You can access Enterprise Edge Voice Messaging to change a greeting or the Business Status by using the dialpad of any internal or external touch tone phone. Remote administration must be done through the System Administrator Mailbox. The System Administrator Mailbox must be initialized before remote administration can be accessed.

To access the System Administrator Mailbox, press * * while the greeting plays. Enter the System Administrator Mailbox number and password combination and #, then press 9 9 to access the Remote Administration Menu.

Using the Remote Administration Menu, you can change a greeting, or assign the Business Status to open or closed.

Changing the Business Status from a remote telephone

If the Business Status is No (office is closed) and you wish to set it to Yes (office is open), start from the Remote Administration Menu:

The following voice prompts play:

"To open or close the business, press 1."
"To change a Company Greeting, press 2."
*"To exit, press *."*

1. Press 1.

The following voice prompts play:

"The business is closed."
"To open it, press 1."
*"To exit, press *."*

2. Press 1.

The following voice prompts play:

"The business is open."
"To close it, press 1*."*
"To exit, press *."

3. Press *.

The Business Status is now set to open.

If the Business Status is set to open and you wish to set it to closed, start from the Remote Administration Menu and follow the voice prompts.

Changing a Company Greeting from a remote telephone

To change a greeting that has been assigned to a Greeting Table, start from the Remote Administration Menu.

The following voice prompts play:

"To open or close the business, press 1*."*
"To change a Company Greeting, press 2*."*
"To exit, press *."

1. Press 2.

2. Enter the number of the greeting (from 1 to 40) you wish to change.

3. Press # to accept the greeting number.
   To listen to the greeting, press 2.
   If you want to access a different greeting number, press * and enter the new number.

4. Press 1 to record your new greeting.

5. After the tone, record your greeting.

6. Press # to end your recording.
   Press 1 to replay your recording.
   To erase and re-record your greeting, press 2.

7. Press # to accept your recording.

After the recording has been accepted you are returned to the Remote Administration Menu.

Setting the Answer Lines status

Enterprise Edge Voice Messaging can answer all your Central Office (CO) lines included in line configuration. When Answer Lines is enabled, Enterprise Edge Voice Messaging answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant Menu. You can designate whether or not Enterprise Edge Voice Messaging answers your company lines. When Answer Lines is disabled, Enterprise Edge Voice Messaging does not answer incoming calls. All incoming calls must be answered and routed by your company Receptionist.

For more information about line configuration, refer to Programming which lines are answered by Enterprise Edge Voice Messaging on page 40.

To assign Answer Lines:

1. Click the **Options** menu and then click **Operator Settings**.
   The Operator Settings dialog box appears.

2. At the **Answer Lines** option, select **Yes** to have your lines answered by Enterprise Edge Voice Messaging or select **No** to have the call answered by the company Receptionist.

3. Click the **OK** button.

Setting the Return to Automated Attendant Status

The Automated Attendant Menu plays after the Company Greeting and also after a caller leaves a message in a mailbox. The Automated Attendant Menu provides a caller with a list of options, such as entering a mailbox number, accessing the Company Directory or reaching the Operator. You can turn the default Automated Attendant Menu off at any time and record a customized menu prompt. For more information about recording customized menu prompts, refer to Company Greetings on page 31.

When the Return to Automated Attendant prompt is set to No, the caller is not provided with any more options after leaving a message. Instead, after hearing the voice prompt *"Message delivered"*, the caller hears *"Exiting the system, good-bye"*, and the session ends.

To change the Automated Attendant status:

1. Click the **Auto Attendant** menu and then click **General AA Parameters**.
   The General Auto Attendant Parameters dialog box appears.

2. To enable the Automated Attendant menu, select the **Return to AA** check box. To disable the Automated Attendant menu, clear the **Return to AA** check box.

3. Click the **OK** button.

Section IV - Mailboxes

- Overview of Mailboxes
- Special Mailboxes: General Delivery and System Administrator
- Creating Mailboxes
- Changing and Deleting Mailboxes
- Mailbox Administration Tasks

Overview of Mailboxes 6

A mailbox is a storage place for voice messages on the Enterprise Edge Voice Messaging system. This section contains information about creating and managing the different types of mailboxes.

Mailboxes are installed by enabling a Mailbox Security Keycode on the Enterprise Edge server. The Mailbox Security Keycode limits the number of mailboxes that can be added to Enterprise Edge Voice Messaging. For example, if you enable a 25 Mailbox Security Keycode, you can have a maximum of 25 mailboxes on the Enterprise Edge server. If you need more than 25 mailboxes, you must purchase another Mailbox Security Keycode. You can have a maximum of 1,000 mailboxes on the Enterprise Edge server.

Types of mailboxes

Mailboxes are added in any combination of the following:

- Special Mailboxes, which include System Administrator and General Delivery Mailboxes
- Personal Mailboxes, which include User and Guest Mailboxes
- Information Mailboxes

System Administrator Mailbox

The System Administrator Mailbox is created automatically when the Enterprise Edge Voice Messaging system is installed for the first time. In order to use it, the mailbox must be initialized by changing the password and recording the name.

Until a mailbox is installed, it cannot receive voice messages and any calls that are directed to it are rerouted to the General Delivery Mailbox.

Only a person using the System Administrator mailbox and password has the ability to create, change, or delete the mailboxes. Administrative tasks are also performed using the System Administrator Mailbox.

For more information, refer to the following chapters:

- Special Mailboxes: General Delivery and System Administrator on page 63
- Creating Mailboxes on page 75
- Changing and Deleting Mailboxes on page 83
- Mailbox Feature Codes on page 97

General Delivery Mailbox

The General Delivery Mailbox is also created automatically when the Enterprise Edge Voice Messaging system is initialized for the first time. This is the company mailbox and, like the System Administrator Mailbox, it needs to be initialized by changing the password and recording the name.

For more information, refer to Special Mailboxes: General Delivery and System Administrator on page 63.

User Mailboxes

The User Mailbox is the first of three types of mailboxes that can be created by the System Administrator. It must be initialized by the mailbox owner before it can receive voice messages. The Create Mailbox Utility can be useful if you need to create several User Mailboxes with the same values. For more information, refer to Creating Mailboxes on page 75.

Guest Mailboxes

The Guest Mailbox is the second type of mailbox that can be created by the System Administrator. This type of Mailbox is assigned to users who do not have an operating extension, but require a mailbox. It must be initialized by the mailbox owner before it can receive voice messages. For more information, refer to Guest Mailboxes on page 79.

Information Mailboxes

The Information Mailbox is the third type of mailbox that can be created by the System Administrator. This mailbox plays an informative message for callers who access it. It must be initialized before it can present information messages to the caller. Callers cannot leave messages on Information Mailboxes. For more information, refer to Information Mailboxes on page 81.

Tools and materials

Before you begin adding mailboxes, ensure you complete the Mailboxes section of the *Enterprise Edge Voice Messaging Programming Record.* This enables you to enter the values and become familiar with the task without having to stop and review each feature, especially when you are adding the first few mailboxes.

Terms and definitions

The following terms are introduced in this section.

Term	Definition
Alternate sets	When a caller dials a set that has been programmed to have one or more alternate extensions, Enterprise Edge Voice Messaging rings at all of the sets simultaneously. The first set to answer accepts the call, the other sets cannot access the line or use the Interrupt Feature (Feature 987) to access the answered line. Alternate extensions are available only on User mailboxes.
Call Screening	When you change a mailbox owner's Personal Mailbox transfer option to Screened, the Call Screening feature allows the mailbox owner to listen to a recording of the caller's name before accepting the call.
Class of Service	A Class of Service defines the values for the special features of a Mailbox. When registering a mailbox, the System Administrator programs several special features at once by choosing the number from the Class of Service table that provide the level of service most appropriate for the user. A mailbox cannot be added without a Class of Service.
Company Directory	The Company Directory is an internal voice list containing the names of mailbox owners with initialized mailboxes who have been designated to appear in the directory.
Guest Mailbox	A Guest Mailbox is a type of Personal Mailbox assigned to people who do not have a permanent extension, but require a mailbox. These mailboxes receive and store messages in the same way that User Mailboxes do.
Information Mailbox	The Information Mailbox plays an informative message to whomever accesses it. The Information Mailbox does not take messages and does not have an extension associated with it.
Mailbox	A User Mailbox.
Message Waiting Notification	Message Waiting Notification provides a mailbox owner with a message notification `Message for you` on the display of their telephone.
Operator	The Operator is the person whose extension rings when the caller is prompted by the Automated Attendant to "Press 0 for an operator". When the Operator is not available, all calls requesting the Operator are transferred to the General Delivery Mailbox. In Class of Service, the Operator is also known as a Target Attendant.
Outdial route	Outdial route determines which line, line pool or Route code the system uses for Off-premise Message Notification, Outbound Transfer or when a mailbox owner replies to a message left by an external caller.
Personal Mailboxes	Personal Mailboxes (shows on telephone display as subscriber) - include both User Mailboxes and Guest Mailboxes - are assigned by the System Administrator and maintained by the mailbox owner - can be listed in the Company Directory under the mailbox owner's name - are protected by a password that can be changed by the mailbox owner, or reset to 0000 by the System Administrator if the password is forgotten.

Term	Definition
Subscriber	When creating new mailboxes, the choices are Subscriber (which is a Guest or User mailbox) or Information.
User Mailboxes	User Mailboxes store the messages for mailbox owners who are unable to answer their telephone. User Mailboxes can be assigned to anyone who has an Enterprise Edge extension.

Class of Service

Class of Service (COS) reduces the amount of programming needed to register a mailbox. Instead of entering separate values for several special features, the System Administrator selects the COS that contains the values most appropriate for the new mailbox. The System Administrator then enters the COS during the mailbox registration and the system automatically programs the associated values.

The following features have preset values. You can change individual values to meet the needs of your company. For more information on editing the values in a Class of Service, refer to Enterprise Edge Voice Applications Manager online help.

The features that are set by the Class of Service number are:

Features	Explanation
Mailbox message time	This establishes the total message time available to a mailbox. The maximum message time is 180 minutes. An Enterprise Edge Voice Messaging mailbox is equipped with the Never Full Mailbox feature, which allows a caller to leave a message in a mailbox, even if the mailbox is “full”. The message is stored in the mailbox, but cannot be played, copied or saved until a saved message is deleted to create space in the mailbox for the message.
Message length	This establishes the maximum length of an incoming message. The message length ranges from one to 60 minutes.
Message retention period	This establishes the number of days messages are saved in a mailbox. The message retention period ranges from one to 365 days or 0 = indefinitely.
Greeting length	This establishes the length of a recorded mailbox greeting. A mailbox greeting length ranges from one to 60 minutes.
Off-premise Message Notification	This allows messages to be directed to another Enterprise Edge set, any phone number, or a pager. For important information on preventing callers from making unauthorized external calls, refer to User Mailboxes on page 75. Any dialing restrictions applied to outdial lines apply to Off-premise Message Notification.
Retry intervals	This establishes the amount of time between attempts to notify the recipient of a new or urgent message. The retry interval ranges from one to 120 minutes.
Number of attempts	This establishes how many attempts Enterprise Edge Voice Messaging makes to notify the recipient of a new or urgent message. The number of attempts value ranges from one to 20.
Outbound Transfer	This allows a caller, who reaches a mailbox and presses 7, to be transferred to an external phone number or an Enterprise Edge set.
Incorrect password attempts	This establishes the maximum number of incorrect password attempts before a mailbox user is locked out of the mailbox. The incorrect password attempts range from one to 20.

Features	Explanation
Password Expiry	This establishes the maximum length of time a mailbox password is active. The password expiry ranges from one to 365 days or 0 = never expire.
Networking	If Audio Messaging Interchange Specification (AMIS) or Digital Networking is installed, voice messaging can be directed to different mailboxes located at various sites on a communication network.
Target Attendant	The Target Attendant is assigned to answer a telephone when the caller reaches a mailbox and presses 0 to speak with the Operator.
Call Record	Call Record gives users the ability to record an active telephone call and place the resulting message in their mailbox. Call Record is activated by pressing Feature 9 8 9. In some areas Call Record is not available as it contravenes local laws, therefore Call Record is not enabled in any Class of Service. If Call Record is legal in your area, use Enterprise Edge Voice Applications Manager to customize a Class of Service to enable Call Record.

Default values

The following tables list the default values for the various Enterprise Edge Voice Messaging Classes of Service.

Class of Service	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
AMIS Networking*	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N

* If Premium Enterprise Edge Voice Messaging is enabled.
0 = indefinite; never expire, P = Primary Language, A = Alternate Language

Class of Service	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	120	120	120	120
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
AMIS Networking*	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N

* If Premium Enterprise Edge Voice Messaging is enabled.
0 = indefinite; never expire, P = Primary Language, A = Alternate Language

The Class of Service determines how the available message time is distributed among the mailboxes. The amount of time available to be distributed depends on the amount of message storage available on the Enterprise Edge Voice Messaging system. The Class of Service values can be changed using Enterprise Edge Voice Applications Manager.

Mailbox Overrides

Mailbox Overrides allow you to change some characteristics of how the mailbox operates, including settings for:

- Company Directory
- Alternate extensions
- Call Screening
- Message Waiting Notification
- Outdial route

The Mailbox Overrides are not included in a Class of Service. When you add a mailbox, you can change these options without changing the Class of Service.

Company Directory

The Company Directory is an internal voice list containing the names of mailbox owners with initialized mailboxes who have been assigned to the directory.

When the System Administrator registers a mailbox, they determine whether or not that mailbox is available to callers using the Company Directory. This Company Directory override can be changed at any time. Company Directory options can determine whether callers can search by last name only, first name only, or first and last names. For example, if a caller enters James, both mailbox owner names Jesse James and James Bond come up if Directory options specified both first and last names.

The Company Directory option default is Yes. When the Company Directory option is set to No, a mailbox owner's name is not included in the Company Directory and a mailbox owner cannot be selected from the Company Directory. Even though the mailbox is not included in the Company Directory, the mailbox owner must still record their name when initializing their mailbox.

For more information about the Company Directory, refer to Setting Up for a medium sized company on page 150.

Alternate extensions

Up to two Alternate extensions can be assigned to each User mailbox. When a caller dials the main extension (the extension that has Alternate extensions assigned), the call rings at the main extension only. The exception to this is when Alternate extensions are assigned an Answer extension for the main extension. For more information about Answer Extension Numbers, refer to the *Enterprise Edge Installation Guide* that came with Enterprise Edge.

If the call is not answered and a message is left, a message waiting indicator appears at the main extension and at the Alternate extension(s). Mailbox owners can access the message from the Alternate extension(s) with Feature 981, the same way they usually access messages from the main extension telephone.

When an Alternate extension is assigned to a telephone that has Caller ID, and if Display Caller is enabled in Mailbox Admin, Caller ID information is displayed and an audible tone occurs at all telephones when the call proceeds to Enterprise Edge Voice Messaging. The message can be intercepted using Feature 987, the Interrupt feature, at the Alternate extension as long as the caller is still leaving a message.

Only extensions that do not have a mailbox assigned can be used as an Alternate extension.

There are no default Alternate extensions programmed for the User Mailboxes.

Activating the Call Screening feature

When you change a mailbox owner's Personal Mailbox Transfers (Xfers) option to Screened, the Call Screening feature allows the mailbox owner to determine who is calling before accepting the call. Call Screening is useful when there is no Caller ID available. Enterprise Edge Voice Messaging records the caller's name, calls the mailbox owner's telephone, announces the name of the caller and offers various options such as accept the call or take a message.

Call Screening applies to external calls dialed by callers using the extension dialing facilities of the Auto Attendant or Custom Call Routing (CCR). It does not apply to internal calls, or external calls routed using a CCR transfer point or placed to the mailbox owner's dedicated line. If the caller is calling from a line for which the mailbox owner has recorded a Personalized Greeting, Call Screening is bypassed and the call is transferred without delay.

When the Xfers option is on Screened, Enterprise Edge Voice Messaging still calls a mailbox owner's telephone that is call forwarded.

The default for Call Screening is Blind, which means that mailbox owners are not able to determine who is calling before answering.

Message Waiting Notification

Message Waiting Notification provides the user with a visual indication on the telephone display that one or more new messages are waiting to be heard.

The default value for Message Waiting Notification is Yes. This means Enterprise Edge Voice Messaging leaves a `Message for you` notification on a Enterprise Edge telephone display. When the Message Waiting Notification is changed to No, Enterprise Edge Voice Messaging does not leave a `Message for you` notification.

When you add Guest Mailboxes, you must set the Message Waiting Notification to No. These mailboxes do not have an operating Enterprise Edge extension. When you add a Guest Mailbox to a single-line telephone, you must set the Message Notification to No at the Enterprise Edge ATA 2. Single-line telephones do not have a display.

Outdial route

The Outdial route determines which line, line pool or Route code the system uses when a mailbox owner wishes to Reply to a message left by an external caller, and when Off-premise Message Notification and Outbound Transfer are used.

The default for Outdial route is None. Until you assign a line, line pool or Route code as the Outdial route for a mailbox, the mailbox owner can use the Reply Feature to reply to calls from internal extensions only, Off-premise Message Notification for internal extensions only and Outbound Transfer for internal extensions only.

For more information on line pools and Route codes, refer to the *Enterprise Edge Operations Guide*.

Dialing restrictions can be applied to an Enterprise Edge telephone and the extensions connected to Enterprise Edge Voice Messaging. If you wish to restrict outdialing of certain phone numbers, you must do one of the following:

1. Through Enterprise Edge programming, assign the dialing restrictions to the Enterprise Edge extension numbers to which Enterprise Edge Voice Messaging is connected. This restricts all outdialing calls including external transfers from CCR trees, Off-premise Message Notification and Outbound Transfers. When assigning an Outdial route, all dialing is done by the set to which Enterprise Edge Voice Messaging is connected, not by the Enterprise Edge telephone. Refer to your Enterprise Edge System documentation for additional information.

2. Through Enterprise Edge programming, assign the dialing restrictions to the set of the user. Refer to your Enterprise Edge System documentation for additional information.

3. Through Enterprise Edge programming, assign the dialing restrictions to the Enterprise Edge line(s) being used for outdialing. Refer to your Enterprise Edge System documentation for additional information.

4. Through Mailbox Admin, ensure Outdial is set to NONE. This restricts outdialing calls from the mailbox.

Special Mailboxes: General Delivery and System Administrator

7

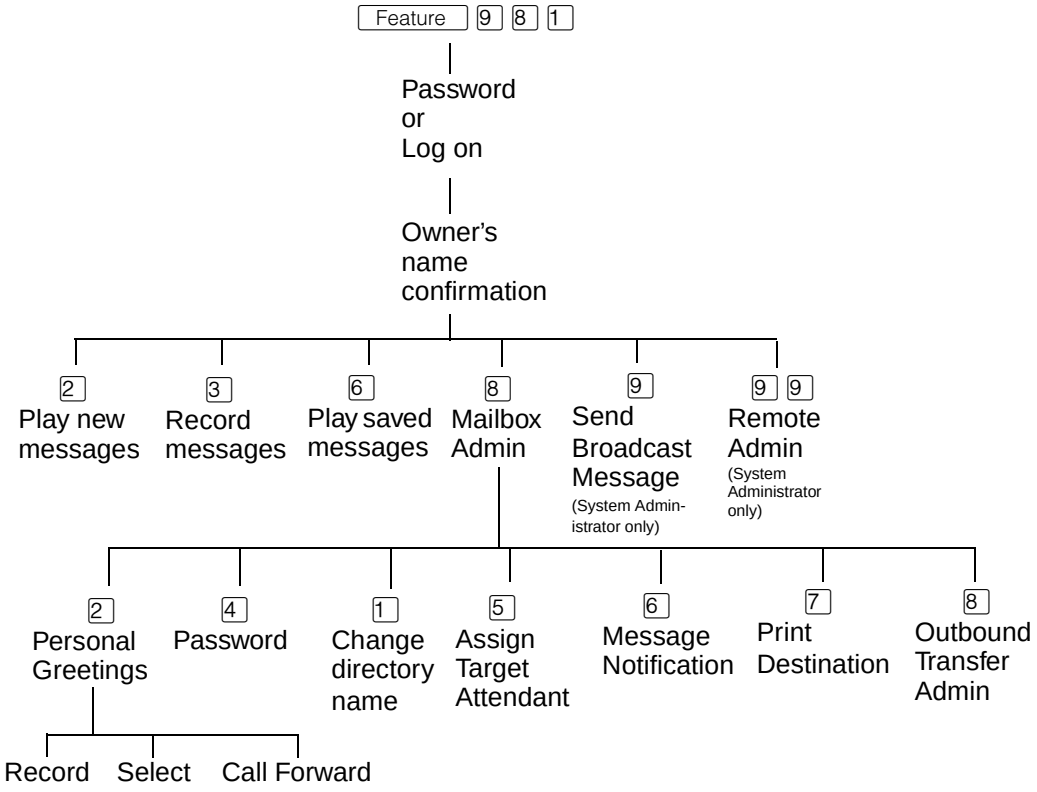
Overview

Special Mailboxes are the administration tools of the System Administrator and include:

- System Administrator Mailbox (mailbox number 12)
- General Delivery Mailbox (mailbox number 10)

When the extension length is 2 and the leading digit for Group Lists (used to send a message to a group of mailboxes) is 1, the default values for the Special Mailboxes become 20 and 22. The extension length can be between two and seven digits.

Overview of Programming using Feature 981: Open Mailbox



The first time a mailbox owner opens their mailbox, they must initialize the mailbox by entering a password and recording a name in the Company Directory.

The Special Mailboxes are protected by a password that you establish. The password for each mailbox is determined when you initialize the mailbox with Enterprise Edge Voice Messaging. For more information about mailbox passwords, refer to About the passwords on page 88.

System Administrator's Mailbox

The System Administrator's Mailbox is reserved for the System Administrator. It has the ability to send Broadcast Messages to all User Mailboxes.

Only the System Administrator is able to access this mailbox. As System Administrator, remember to check for messages sent to this mailbox.

The System Administrator Mailbox must be initialized before it can be used. Refer to Initializing the Mailboxes on page 65.

The mailbox numbers used in this guide for the Special Mailboxes are the Enterprise Edge Voice Messaging default mailbox numbers based on a two digit extension length. The mailbox number length is determined in the initial system set up. Mailbox numbers can range from two to seven digits.

General Delivery Mailbox

The General Delivery Mailbox is your company mailbox. Messages can be left here for:

- employees who do not have their own mailbox
- no specific person

To ensure confidentiality, make sure that only the System Administrator, Receptionist, or a designated Operator has the password for this mailbox.

The General Delivery Mailbox is used to store messages from callers when the Operator is not available or from callers using a rotary dial telephone. The General Delivery Mailbox has a default greeting, but you can replace this greeting with one you record. For more information, refer to Recording the Mailbox greeting on page 67 in this section.

Messages left in the General Delivery Mailbox must be forwarded to the appropriate person. Only the System Administrator, Receptionist or designated Operator can access the messages in the General Delivery Mailbox.

We recommend assigning the General Delivery Mailbox number to the designated Operator. For more information, refer to Setting up the Operator's Mailbox on page 91.

You can disable the General Delivery Mailbox if your company does not require the service of this mailbox. For more information, refer to Enabling and disabling the General Delivery Mailbox on page 90.

Class of Service for Special Mailboxes

The General Delivery Mailbox defaults to Class of Service 1. The System Administrator Mailbox defaults to a Class of Service 7. You can change the Class of Service at any time. For more information, refer to Changing mailbox options on page 83.

Setting up the System Administrator and General Delivery Mailboxes

Opening the Mailboxes

To open a Special Mailbox, you need to enter the mailbox number and the Special Mailbox password. The default System Administrator Mailbox number is 12 and the default General Delivery Mailbox number is 10. The default password for both is 0000.

Initializing the Mailboxes

Before any Enterprise Edge Voice Messaging Mailbox can be used, it must be initialized. The steps for initializing Special Mailboxes and Personal Mailboxes are the same. Initializing a mailbox involves:

- changing the default password
- recording the mailbox name in the Company Directory

It is recommended that a mailbox greeting is recorded as soon as possible after initialization.

The General Delivery Mailbox can receive messages before it is initialized, but it must be initialized before you can retrieve any messages.

Before you begin, decide what passwords you want to use to open the mailboxes. Remember, the passwords must be four to eight digits in length and cannot start with zero. Make sure you write the passwords down and keep them in a safe place. Make sure that you give the General Delivery Mailbox password to your Receptionist or designated Operator.

Recording the Mailbox in the Company Directory

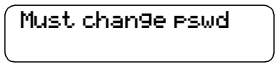
The Company Directory stores a list of mailbox owners in your company. Before a mailbox can receive messages, the mailbox owner’s name must be recorded in the Company Directory. Whether a mailbox appears in the Company Directory is determined by the Company Directory override established by the System Administrator.

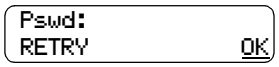
To initialize the mailboxes:

1. Press Feature 9 8 1.

2. Enter the System Administrator Mailbox number and password, then press OK.

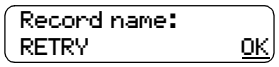
   If the set you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.





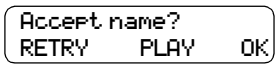
3. Enter the new password and press OK.

4. Enter the new password again and press OK.



5. At the tone, record your name and press OK.

   When you record a mailbox name in the Company Directory, include the directory number.



6. To accept the recording, press OK.

   If the recording is not acceptable, press RETRY.

   Press Rls to end this programming session.

When you have completed recording the Company Directory name, you are returned to the mailbox's administration display prompt. You are now ready to record the mailbox greeting.

You must repeat steps 1 through 6 to initialize each Mailbox.

Recording the Mailbox greeting

You must record a greeting for each Mailbox. In your greeting state which mailbox has been reached and tell callers how to leave a message. For example, you can record your General Delivery Mailbox Greeting to say:

"Hello. You have reached Warrington's General Delivery Mailbox. At the sound of the tone, please leave the name of the person you are calling and your message. Your message will be returned as soon as possible."

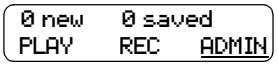
Before you record the Special Mailbox Greetings, prepare a greeting for each mailbox. Include the Special Mailbox name in your greeting.

To record a Special Mailbox Greeting:

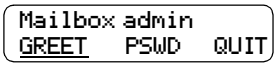
1. Press Feature 9 8 1.

2. Enter your password, then press OK.

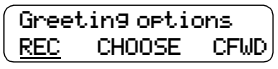
   If the set you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.



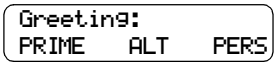
3. Press ADMIN.



4. Press GREET.

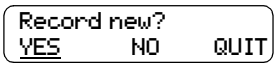


5. Press REC.

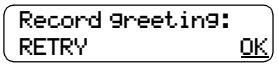


6. Press PRIME.

   Press ALT to record your Alternate Greeting. For information on recording Personalized Greetings, refer to the *Enterprise Edge Voice Messaging Reference Guide*.



7. Press YES.



8. At the tone, record your greeting and press OK.

9. Press OK to accept the greeting.

   If you are not satisfied with this greeting, press RETRY and rerecord the greeting. Pressing * returns the display to the previous prompt.

10. For each Special Mailbox Greeting, follow steps 1 through 9
    or
    press Rls to end this programming session.

After the Primary and Alternate Greetings are recorded, you must select a greeting to play. If you do not select a greeting to play, the Primary Greeting plays automatically.

Selecting a Mailbox Greeting

For a Primary or Alternate Greeting to play, you must select a greeting. If you do not choose a greeting, the Primary Greeting plays automatically. If you choose the Alternate Greeting, remember to change back to the Primary Greeting at the appropriate time.

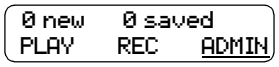
If you select a greeting that is not yet recorded, you are transferred back to the Greeting option display to record the greeting.

To choose a Primary or Alternate Greeting:

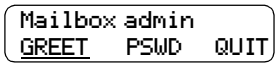
1. Press Feature 9 8 1.

2. Enter the System Administrator Mailbox number and password and then press OK.

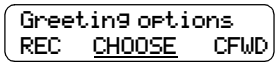
   If the set you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.



3. Press ADMIN.



4. Press GREET.



5. Press CHOOSE.

6. Select the greeting you want to play.

   Press Rls to end this programming session.

Listening and responding to messages left in Special Mailboxes

Messages left in the Special Mailboxes must be listened to daily. To save message storage space, delete the message from the mailbox after you listen to it.

Controling volume

Press [*] to adjust the volume of a message. The volume increases each time you press [*]. After four consecutive presses, the volume returns to the lowest level. This option is not shown on the display.

Volume control does not apply to system prompts. The system prompts play at the preset volume.

Delivery Options

When leaving a message in a mailbox, Enterprise Edge Voice Messaging provides you with Delivery Options: Certified, Urgent, Private, and Normal.

- Certified (CERT)
  This notifies you that your message has been received and read. The Certified Delivery Option can be applied only from an internal telephone if the caller has a mailbox recognized by the system.
- Urgent (URGENT)
  This marks the message urgent and is preceded by the voice announcement *"This message is urgent"*. Messages marked Urgent play before other messages left in the mailbox.
- Private (PRIV)
  This prevents a message from being forwarded to another mailbox.
- Timed (TIME)
  This allows a mailbox owner to delay delivery of a message until after a specified date and time. The Timed Message option is not available to outside callers.
- Normal
  If a delivery option is not chosen, the message is sent normally.

If only PRIV or TIME apply, that option replaces OTHR on the first display.

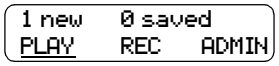
To open and listen to messages left in a Special Mailbox:

1. Press Feature 9 8 1.

2. Press OTHR.

   If the extension you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.

3. Enter the System Administrator Mailbox number and password, then press OK.



4. Press PLAY.
   The first message in the mailbox is played.

   To listen to the date and time the message was sent, press 7 while the message is playing or after it has played.

5. If the message is left by someone in your company who does not have an extension or mailbox, the option display line shows: COPY ERASE NEXT.

After a message has played you can:

- Press 6 or # or NEXT to listen to the next message.
- Press 9 or REPLY to reply to the message sender.
- Press 8 or ERASE to erase the message.
- Press 1 to replay the message.
- Press 4 to listen to the previous message.
- Press 5 to forward a copy of the message.
- Press 7 to listen to the message date and time.
- Press 7 7 to save the message.

When you have listened to all the messages, press Rls to end the session.

Copying a message to another Mailbox

You can use the COPY feature to copy a message left in the Special Mailboxes (or any Personal Mailbox) to any mailbox owner with an initialized mailbox. The exceptions to this occur when the original message is:

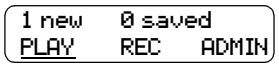
- designated as Private by the sender
- a Broadcast Message, which deletes automatically after it plays

When the display shows the REPLY feature, press 5 to continue to the next display. If a message is left by an internal caller who has a mailbox initialized with Enterprise Edge Voice Messaging, the display shows the REPLY feature. The display also shows REPLY if a message is left by an external caller and your company subscribes to Call services. Otherwise, the display line options show the COPY feature.

To send a copy of a message to a mailbox owner, you must open the mailbox and listen to the message.

1. Press Feature 9 8 1.

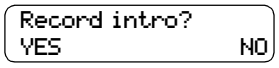
2. Enter the System Administrator Mailbox number and password, then press OK.



3. Press PLAY.

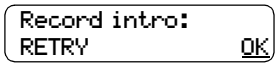
4. Press COPY.

   If the display does not show the COPY option, press 5 to continue to the next display.



5. Press YES.

   Press NO to copy the message without an introduction. The display changes to show: Mbox:.



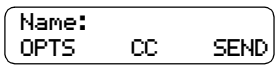
6. At the tone, record the message introduction. The introduction to a message must be more than three seconds long.
   Press OK to end the recording.

7. To accept the recording, press SEND.

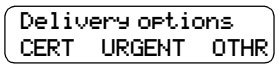
   To listen to your introduction before you send the message, press PLAY.

   To record the introduction again, press RETRY.

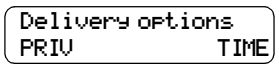
8. Enter the mailbox number that is to receive the message
   or
   press DIR to select the mailbox number using the Company Directory.



9. To deliver your introduction and message normally, press SEND
   or
   to select sending options, press OPTS.



10. To mark a message Certified, press CERT, then press SEND. To mark a message Urgent, press URGENT, then press SEND.

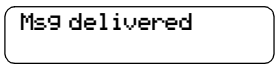


    To mark a message Private, press OTHR, then press PRIV, then SEND.

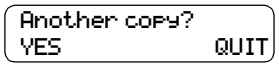
    To send a Timed Message, press OTHR, then TIME, then follow the time and date prompts.

    If only one of PRIV or TIME apply, that button replaces the OTHR button at the Delivery options prompt.

    To cancel Delivery Options, or return to the options menu, press *.



11. This display appears briefly to acknowledge the message has been sent.



12. Press QUIT to end this session
    or
    press YES to forward a copy of this message to another mailbox.

    Press Rls to end this programming session.

Replying to a message

When a message is left in a Special Mailbox or any Personal Mailbox by an internal mailbox owner, you can use the Reply feature to respond to the message. You can reply by calling the message sender, or by sending a message to them.

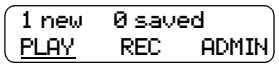
If your company subscribes to CLID, the Reply feature can also be used for external calls, provided a Dialing Translation Table is created.

Replying to an internal message sender

To reply to an internal message by calling the sender, you must first open the mailbox and listen to the message:

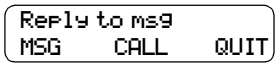
1. Press Feature 9 8 1.

2. Enter your password, then press OK.



3. Press PLAY.

4. Press REPLY.



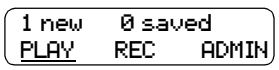
5. Press CALL. You are transferred to the message sender's extension.
   Press MSG to reply with a recorded message.

Calling an external message sender

Before you can reply to an external caller, your mailbox must have an Outdial route assigned and your system must be equipped with Call Display. To reply to an external message, you must first open the mailbox and listen to the message.

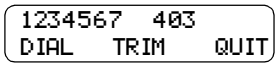
1. Press Feature 9 8 1.

2. Enter your password, then press OK.



3. Press PLAY.

4. Press REPLY.



5. Press DIAL.
   When this display appears, you have the option of adding or removing digits from the number to be outdialed. This display does not appear if a dialing translation table is established and enabled, or if the Caller ID number does not require translation. In these cases you see Please hold while the number dials directly.

Note: Press TRIM to remove digits from the beginning of the phone number. This automatically removes the area code from an incoming long distance call.
To return the call, add more digits to the beginning of the phone number by entering the required digits. For example, if you want to add 403 before the number, enter 403 and the number becomes 403-123-4567.

Creating Mailboxes 8

Overview

This chapter contains information for the System Administrator on how to create the different types of mailboxes.

Tools and materials

Before you begin adding mailboxes, ensure you have completed the Mailboxes section of the *Enterprise Edge Voice Messaging Programming Record*.

User Mailboxes

Mailboxes are installed by enabling a Mailbox Security Keycode on the Enterprise Edge server. The Mailbox Security Keycode limits the number of mailboxes that you can add to Enterprise Edge Voice Messaging. For example, if you enable a 25 Mailbox Security Keycode, you can have a maximum of 25 mailboxes on the Enterprise Edge server. If you need more than 25 mailboxes, you must purchase another Mailbox Security Keycode. You can have a maximum of 1,000 mailboxes on the Enterprise Edge server.

You can add new mailboxes to Enterprise Edge Voice Messaging whenever they are required, provided you do not surpass the number of mailboxes installed on the Enterprise Edge server. Before you add a new mailbox, ensure that you have all the necessary mailbox information. Complete Mailboxes in the *Enterprise Edge Voice Messaging Programming Record*, outlining the:

- mailbox number
- extension
- Class of Service
- mailbox owner’s name (last name and first name or initial)
- mailbox type
- Company Directory, Message Waiting, and Outdial Overrides
- Alternate extensions (for User Mailboxes only)

When adding Information Mailboxes, assign a Class of Service that has the maximum message length. To accommodate an average Information Mailbox recorded message, assign a Class of Service of either 7 or 8. These Class of Service values offer a greeting length of 10 minutes.

Adding a User Mailbox

To add a single mailbox:

1. Click the **Mailbox** menu and then click **Add**.
   The Add Mailbox dialog box is displayed.
2. In the **Mailbox** box, type the mailbox number.
3. At the **Mailbox Type** option, select **Subscriber**.
4. Click the **OK** button.
   The Mailbox Administration dialog box appears, with the General tab open.
5. In the **Extension** box, type the extension.
6. In the **Last Name** and the **First Nam**e boxes, type the mailbox owner's last and first names.
7. From the **COS** list, select a Class of Service.
8. Select the **Directory** check box if you want the mailbox owner's name to play in the Company Directory.
9. Click the **Options** tab.
10. In the **Alternate Extension 1** box, type the Alternate extension (if required). If you do not require an alternate extension leave this box empty.
11. In the **Alternate Extension 2** box, type the second Alternate extension (if required). If you do not require a second alternate extension leave this box empty.
12. Click the **Msg Waiting** check box if you want message notification to appear on the mailbox owner's telephone display.
13. Select the **Call Screening** check box to assign screened transfers to the mailbox owner. Clear the Call Screening check box to assign blind transfers to the mailbox owner.
14. Click the **Outdial** tab.
15. Click **Line** and type the specific outgoing line you want to assign to the mailbox for outdialing or click **Pool** and type the Line Pool number you want to assign to the mailbox for outdialing or click **Route** to assign a route code for outdialing. Click **None** if you do not want to assign outdialing capabilities to the mailbox.
16. Click the **OK** button.

Adding several User Mailboxes using the Create Mailbox Utility

You can save time by creating mailboxes for a range of extensions by using the Create Mailbox Utility. When enabled, the Create Mailbox Utility seeks out all user extensions in a predefined range that have not been assigned a mailbox. Enterprise Edge Voice Messaging then creates a mailbox for each extension. The extension range must be entered by the System Administrator. The created mailboxes have the following characteristics:

- the Mailbox number is the same as the extension
- Class of Service is input by the System Administrator and is the same for all mailboxes created using the Create Mailbox Utility
- Call screening default is blind (off)
- the mailbox name is taken from the Enterprise Edge extension programming, if it is complete

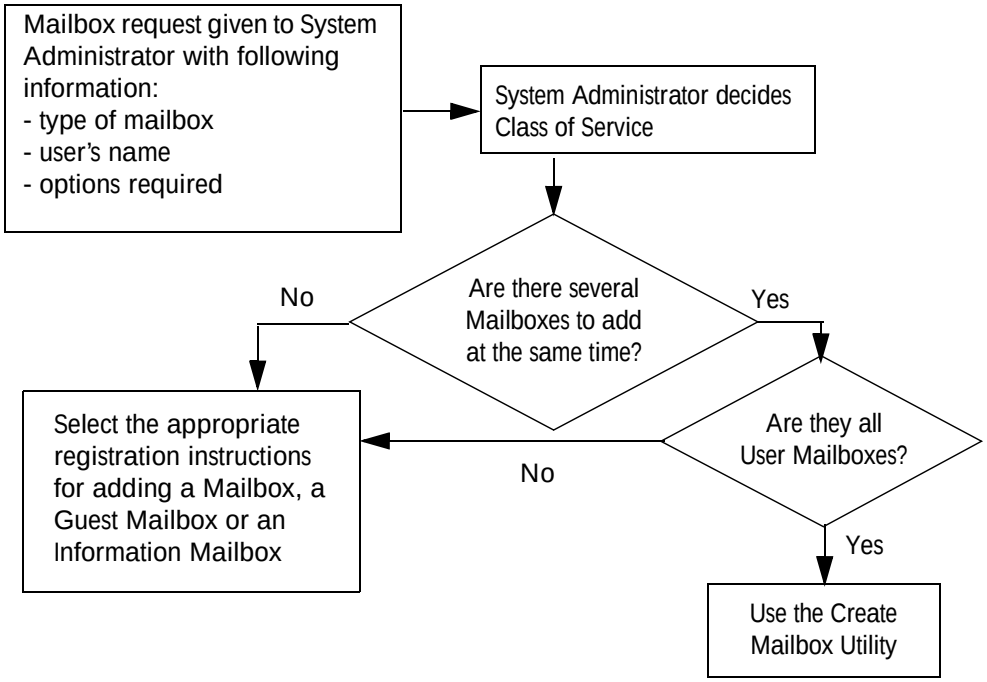
  Program the extension names before using the Create Mailbox Utility. For more information, refer to the *Enterprise Edge Operations Guide*. If Enterprise Edge is not programmed, the Mailbox number is used.
- Message Waiting notification is enabled
- the Outdial route is entered by the System Administrator and is the same for all mailboxes created using the Create Mailbox Utility

The mailboxes created are uninitialized and ready for initialization by the individual mailbox owners.

A mailbox is not be created if:

- a mailbox of the same number already exists
- the extension is used by another mailbox
- the extension is identified as a Enterprise Edge Voice Messaging voice extension

When to use the Create Mailbox Utility


Mailbox request given to System Administrator with following information:
- type of mailbox
- user's name
- options required
System Administrator decides Class of Service
Are there several Mailboxes to add at the same time?
No
Yes
Select the appropriate registration instructions for adding a Mailbox, a Guest Mailbox or an Information Mailbox
Are they all User Mailboxes?
No
Yes
Use the Create Mailbox Utility

To add several User Mailboxes using the Create Mailbox Utility:

1. Click the **Mailbox** menu and then click **Add many**.
   The Add Many Mailboxes dialog box appears.

2. In the **From Extension** box, type the extension you want to start creating mailboxes from.

3. In the **To Extension** box, type the extension you want to stop creating mailboxes at.

4. In the **COS** list box, select a Class of Service.

5. At the **Outdial** option, click **Line** and type the specific outgoing line you want to assign for outdialing
   or
   click **Pool** and type the Line Pool number you want to assign for outdialing
   or
   click **Route** to assign a route code for outdialing
   or
   click **None** if you do not want to assign outdialing capabilities.

6. At the **Options** option, select the **Directory** check box if you want the mailbox owner's name to play in the Company Directory.

7. Select the **Msg Waiting** check box if you want message want message notification to appear on the mailbox owner's telephone display.

8. Select the **Call Screening** check box to assign screened transfers to the mailbox owner. Clear the Call Screening check box to assign blind transfers to the mailbox owner.

9. Click the **OK** button.

Guest Mailboxes

Assign Guest Mailboxes to users who do not have an operating Enterprise Edge extension, but require a mailbox. These mailboxes receive and store messages just as the User Mailboxes do.

When you establish Guest Mailboxes, assign mailbox numbers that begin with the same digit. This identifies the mailbox type. Ensure that the Guest Mailbox numbers also begin with a digit that is different than the User Mailbox numbers. For example, if the User Mailbox numbers start with two, all Guest Mailboxes can start with the number four.

When to use Guest Mailboxes

Guest Mailboxes can be used to provide a temporary employee with Enterprise Edge Voice Messaging services, or to allow client access to internal messaging and call routing. They can also be used to allow customers to make telephone orders.

Depending on your business, you can use Guest Mailboxes for:

- personal catalog shopping orders
- listing classes or seminars and providing callers with the ability to register by telephone
- providing frequent customers access to Enterprise Edge Voice Messaging services

The following example suggests how you can set up a Guest Mailbox for an announcement and order-taking capability. When you provide services that allow a customer to call into a mailbox, you record the mailbox number in the Company Greeting. This allows a caller to transfer directly to the mailbox.

Example 1 - Announcing courses and seminars (telephone registration)

To use a Guest Mailbox to provide telephone registration, you must first determine a mailbox number. The Guest mailbox number you assign does not have a working Enterprise Edge extension. Next, you must determine what the Mailbox Greeting says. For example:

“This month we are pleased to provide the following courses: Jazz Dancing Made Easy, Intermediate Jazz Dancing, Warming Up for that Big Performance, and Beginners’ Ballet. If you are interested in any of these courses, please leave your name and phone number after the tone. One of our instructors will contact you with more information.”

You can even include the time and date the classes are being offered. This example is applicable to Guest Mailboxes that are used for taking orders.

After you have determined what the announcement says, record a Company Greeting to inform callers this mailbox is available. For example:

"Good Morning. This is On Your Toes Dance School. To reach the dance studio, press 4 6*. To register for our fall classes, press* 2 8*. To reach our receptionist, press* 0*."*

Note: The number 46 in this example is an operating Enterprise Edge extension and the number 28 is the Guest Mailbox.

The leading digit of Guest Mailbox numbers must be different from the leading digit of the extensions. If you must use the same leading digit, ensure the Guest Mailbox numbers are "out-of-range" extensions. To test if the extension is out-of-range, attempt to dial it from another extension. If the number is out-of-range, the display shows `Invalid number`. If the number is not out-of-range, the display shows `Not in service`.

The last thing you must do is determine a Class of Service. When you assign a Class of Service for a Guest Mailbox that is used as an order mailbox, choose a Class of Service that allows for the maximum mailbox greeting recording and message time available. Refer to Class of Service on page 56.

Adding Guest Mailboxes

The name box can have a maximum of 14 characters. You must type a comma after the last name and before the first name, with no space between.

To add a Guest Mailbox:

1. Click the **Mailbox** menu and then click **Add**.
   The Add Mailbox dialog box appears.
2. In the **Mailbox** box, type the mailbox number.
3. At the **Mailbox Type** option, select **Subscriber**.
4. Click the **OK** button.
   The Mailbox Administration window appears with the General tab open.
5. Leave the **Extension** box blank.
6. In the **Last Name** box, type the mailbox owner's last name.
7. In the **First Name** box, type the mailbox owner's first name.
8. From the **COS** list, select a Class of Service.
9. Select the **Directory** check box if you want the mailbox owner's name to play in the Company Directory.

10. Click the **Options** tab.

11. Leave the **Alternate Extension 1** box blank.

12. Leave the **Alternate Extension 2** box blank.

13. Ensure the **Msg Waiting** check box is clear.

14. Ensure the **Call Screening** check box is clear. Guest mailboxes must have blind transfers.

15. Click the **Outdial** tab.

16. Select **None**. You do not want to assign outdialing capabilities to a Guest mailbox.

17. Click the **OK** button.

Information Mailboxes

Information Mailboxes play an informative message to callers. Information Mailboxes do not take messages and do not have operating extensions.

Information Mailboxes are initialized by the System Administrator, and are either maintained by the System Administrator or an Enterprise Edge Voice Messaging mailbox owner. Information Mailboxes can be established as needed.

When to use Information Mailboxes

Information Mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

A caller disconnects automatically after listening to an Information Mailbox. Information Mailbox Greetings can be recorded by you or by the user who has the Information Mailbox. For more information about recording Information Greetings, refer to the *Enterprise Edge Voice Messaging Reference Guide*.

You must make sure the Information Mailboxes are accessible to outside callers. You can make callers aware of your company's Information Mailboxes if you:

- Advertise the Automated Attendant main number, and record a Company Greeting informing the caller of all the Information Mailbox services. You can also provide a list of your company's Information Mailboxes in brochures and telephone directory advertising.
- Recording Information Mailboxes in the Company Greeting is useful only when your company has a small number of Information Mailboxes, such as three or four. Use Custom Call Routing (CCR) if you have a large number.

- Assign the Operator as the transfer point for all Information Mailbox inquiries. In this case, you record a statement in the Company Greeting that tells a caller to press zero to reach company information. For example:

  "Good Afternoon. This is On Your Toes Dance Studio. To reach our studio, press 4 6*. To listen to one of our special announcements, press* 0 *to reach the Operator."*

- When a caller presses zero, the Operator provides a list of the Information Mailboxes and transfers the caller accordingly.

Adding Information Mailboxes

Before you can add an Information Mailbox, you must determine a Class of Service. The Class of Service must have an adequate message length available to accommodate an Information Greeting. Refer to Class of Service on page 56.

When you establish Information Mailboxes, assign mailbox numbers beginning with the same digit. This helps you identify the mailbox type.

To add an Information Mailbox:

1. Click the **Mailbox** menu and then click **Add**.
   The Add Mailbox dialog box appears.

2. In the **Mailbox** box, type the mailbox number.

3. At the **Mailbox Type** option, select **Information**.

4. Click the **OK** button.
   The Mailbox Administration window appears with the General tab open.

5. In the **Last Name** box, type the mailbox owner's last name.

6. In the **First Name** box, type the mailbox owner's first name.

7. From the **COS** list, select a Class of Service.

8. Select the **Directory** check box if you want the mailbox owner's name to play in the Company Directory.

9. Click the **OK** button.

Changing and Deleting Mailboxes 9

Overview

This chapter discusses how to make changes to the values that are programmed for a Mailbox.

After a mailbox is created, even if the system times out and not all the values are entered, press the CHNG button.to make changes to the programming.

Changing mailbox options

After a mailbox is initialized with Enterprise Edge Voice Messaging, you can change several options and overrides. The following series of steps describe how to:

- reset a mailbox password
- change a mailbox extension
- change a mailbox Class of Service
- change a mailbox owner's name
- change the Company Directory Override
- change Message Waiting Notification status
- change the Mailbox Outdial route
- change the Alternate extensions
- change the Call Screening feature status

Resetting a mailbox password

Resetting a mailbox password changes it to the default password 0000. Reset a password only when the mailbox owner forgets it or when the mailbox owner is "locked-out". After a mailbox password is reset, you must tell the mailbox owner to change the default password. A mailbox cannot be opened until the default password is changed.

To reset a mailbox password:

1. Click the **Mailbox** menu and then click **Change/Delete**.
   The Mailbox Administration dialog box appears.

2. Click the name of the mailbox you want to modify.

3. Click the **Change** button.
   The Mailbox Administration dialog box appears.

4. Select the **Reset Password to default** check box.

5. Click the **OK** button.

6. Click the **Close** button.

Changing the mailbox options

To change any of the mailbox options:

1. Click the **Mailbox** menu and then click **Change/Delete**.
   The Mailbox Administration dialog box appears.

2. Click the name of the mailbox you want to modify.

3. Click the **Change** button.
   The Mailbox Administration window appears with the General tab open.

4. Modify the extension number, first or last name of the mailbox owner, Class of Service or Company Directory availability.

5. Click the **Options** tab to modify the Alternate extension numbers, Message Waiting notification or Call Screening settings.

6. Click the **Outdial** tab to modify the Outdialing route information.

7. After you are done modifying the mailbox, click the **OK** button.

8. Click the **Close** button.

Deleting a mailbox

Before you delete a mailbox, ensure the mailbox owner has listened to all the messages. When a mailbox is deleted, all messages stored in that mailbox are deleted and the mailbox is deleted automatically from the Company Directory and all Group Lists.

If you are deleting a mailbox associated with a CCR Tree, make sure you remove the mailbox from the CCR Tree first. If you do not delete the mailbox, the message `Mbox in CCR` appears on your display.

To delete a mailbox:

1. Click the **Mailbox** menu and then click **Change/Delete**.
2. Click the name of the mailbox you want to delete.
3. Click the **Delete** button.
4. Click **OK** to confirm the deletion.
5. Click the **Close** button to exit.

Mailbox Administration Tasks 10

Overview

This chapter describes the steps for administering Enterprise Edge Voice Messaging mailboxes, including:

- Special Mailboxes (System Administrator Mailbox and General Delivery Mailbox)
- Personal Mailboxes (User and Guest)
- Information Mailboxes

Administering Special Mailboxes

Special Mailbox administration involves listening to messages, attending to each message, and then deleting the message. Every day attend to messages left in the Special Mailboxes.

There are two Special Mailboxes: System Administrator and General Delivery. You can use the following features for both types.

When a message is left in the System Administrator Mailbox, you can respond to the message in your role as System Administrator.

When a message is left in the General Delivery Mailbox for a mailbox owner, you can send the message from the General Delivery Mailbox to the owner's mailbox, if they have one.

Administering Personal Mailboxes

A Personal Mailbox is administered for the most part by the mailbox owner and requires very little administration by the System Administrator.

Personal Mailbox administration tasks to be performed by the System Administrator include changing mailbox options such as:

- resetting a password to 0000 if a mailbox owner forgets their password
- mailbox extension
- Class of Service
- mailbox owner's name
- mailbox overrides, including Alternate extensions (User Mailboxes only) and status of the Call Screening feature

System Administrator tasks also include adding or deleting Personal Mailboxes. For information about adding mailboxes, refer to User Mailboxes on page 75, and Adding several User Mailboxes using the Create Mailbox Utility on page 77.

For more information on Personal Mailbox Options and administration, refer to the *Enterprise Edge Voice Messaging Reference Guide*.

About the passwords

Each mailbox certified with Enterprise Edge Voice Messaging is protected by a password established by the mailbox owner. When you add a mailbox to Enterprise Edge Voice Messaging, the password 0000 is assigned automatically. This is the default password.

To use a mailbox, a mailbox owner must change the default password. The new password must be four to eight digits in length and cannot start with the digit zero.

If a mailbox owner cannot remember the password, you can reset the password to the default password 0000. Refer to Changing mailbox options on page 83.

Caution: Change your System Administrator's password frequently to minimize the risk of unauthorized activity.

Incorrect password lock-out

Each mailbox is assigned a maximum number of incorrect password attempts as a Class of Service. Enterprise Edge Voice Messaging records the number of incorrect attempts from the last time the mailbox was accessed successfully. After the number has been passed, the mailbox owner is "locked-out". The mailbox cannot be opened again until the password is reset. Refer to Changing mailbox options on page 83.

Password expiry

Each mailbox is assigned a maximum number of days a password remains active as a Class of Service. When the maximum number of days is passed the mailbox password expires. The mailbox owner can open the mailbox but cannot access messages or perform other mailbox functions until the password is changed. Unless the telephone has a two-line display, the following voice announcement is played when the mailbox is opened after the password has expired:

"Your current password has expired."

Followed by the voice prompt:

"You must change your password. Please enter your new password, then press [#]*."*

Once the new password has been entered, the mailbox returns to normal operation.

Caution: Set the Class of Service value for password expiry to a low value so that mailbox owners must change their password often. Mailboxes with a Class of Service value that has a high or indefinite password expiry interval setting have an increased likelihood of unauthorized use of the Enterprise Edge Voice Messaging system.

Enabling external initialization

The System Administrator can assign Mailbox initialization to be performed only from an internal Enterprise Edge telephone. This added security feature makes it difficult to tamper with or gain access to the mailboxes fraudulently.

If a user attempts to access an uninitialized mailbox from an external number, they are denied access. After the mailbox is initialized, the user can access the mailbox from any touch tone phone. The default setting for the External Initialization feature is off.

To enable External Initialization:

1. Click the **Options** menu and then click **System Parameters**.
   The System Parameters dialog box appears.

2. At the **External Initialization** option, select **Enable**.

3. Click the **OK** button.

Configuring the Company Directory

The System Administrator can determine whether callers can search the Company Directory by first name, last name or both first and last name. Also, the Company Directory can be disabled if necessary. For more information about the Company Directory, refer to Company Directory on page 59.

To configure the Company Directory:

1. Click the **Options** menu and then click **System Parameters**.
   The Systems Parameters dialog box appears.

2. At the **Directory Search by** option, select **First Name**, **Last Name** or **Both**.

3. Click the **OK** button.

Setting up Outbound Transfer

Designating the number of channels for Off-premise Message Notification and Outbound Transfer

For Off-premise Message Notification and Outbound Transfer to work, voice channels must be available to Enterprise Edge Voice Messaging. You must assign channels to Enterprise Edge Voice Messaging to place outgoing calls.

We recommend Outdialing channels be set to not more than half of the total channels available on Enterprise Edge Voice Messaging.

Do not assign all station channels on your system as voice channels for Outdialing. Ensure you reserve enough channels to accommodate incoming calls.

Note: Enable Outbound Transfer only for users who require this feature. Outbound Transfer increases the likelihood of unauthorized use of the Enterprise Edge Voice Messaging system, especially when the line, pool or Route code assigned allows long distance dialing.

To designate the number of channels for Outdialing:

1. Click the **Options** menu and then click **System Parameters**.
   The System Parameters dialog box appears.

2. In the **Number of Outcalling Channels** box, type the number of Outdialing channels.

3. Click the **OK** button.

Enabling and disabling the General Delivery Mailbox

The default status for the General Delivery Mailbox is enabled. The General Delivery Mailbox can be disabled or enabled as required by your company.

To assign the General Delivery Mailbox:

1. Click the **Options** menu, and then click **System Parameters**.
   The System Parameters dialog box appears.

2. At the **General Delivery Mailbox** option, select **Yes** for enabled or **No** for disabled.

3. Click the **OK** button.

When enabled, callers who reach the General Delivery Mailbox can leave a message. When disabled, callers hear the Automated Attendant Voice Prompt. At any time, callers can press 0 to reach the Operator.

Setting up the Operator's Mailbox

When the Operator is not available, all calls that request the Operator are transferred to the General Delivery Mailbox. Assign the General Delivery Mailbox number to your company's designated Operator. The extension can be any operating extension on your Enterprise Edge Voice Messaging System that is not already assigned to a mailbox.

To change the mailbox number:

1. Click the **Options** menu and then click **Operator Settings**.
   The Operator Settings dialog box appears.
2. In the **Attendant** box, type the Operator's mailbox extension.
3. Click the **OK** button.

Broadcast and Group messages

Apart from the day-to-day messages you send, there can be times when you need to send a Broadcast Message to all mailbox owners, or a Group Message to a designated group of mailboxes.

This section describes the steps you need to:

- send a Broadcast Message
- create or delete a Group List
- change the members of a Group List
- view the members of a Group List
- send a Group Message

Sending Broadcast Messages

A Broadcast Message ensures the same message is delivered to each mailbox, and eliminates recording and sending the same message several times. Broadcast Messages can be sent to announce meetings, special company events, and reminders.

Broadcast Messages can be sent only by the System Administrator from the System Administrator's Mailbox by entering Feature 9 8 1, logging on and pressing 9. For a high level view, refer to the figure Overview of Programming using Feature 981: Open Mailbox on page 63.

Broadcast Messages are recorded by the System Administrator and played on all mailboxes initialized with Enterprise Edge Voice Messaging. A mailbox owner does not have to select a Broadcast Message to play. The message plays automatically when mailbox owners open their mailboxes, and erases automatically after it plays.

A Broadcast Message plays only once for each mailbox owner.

Broadcast Messages are not sent to Information or Special Mailboxes.

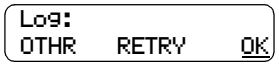
Sending a Broadcast Message

To send a Broadcast Message, you must first open your System Administrator Mailbox:

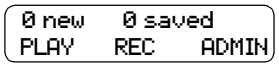
1. Press Feature 9 8 1.

2. Press OTHR.

   Note: If the set you are using does not have a mailbox, the Log: prompt appears.



3. Enter the System Administrator Mailbox number and password, then press OK.



4. Press 9.

5. At the tone, record your message and press OK.

6. To listen to your message before sending it, press PLAY.

   Press OK to accept your recording. The display changes to show Msg delivered.

   To record your message again, press RETRY.

   Press Rls to end this programming session.

Your message is delivered to all mailboxes initialized with Enterprise Edge Voice Messaging.

Sending Group Messages

Group Messages can be sent by any user, but the Group List to which the messages are sent must be defined or changed by the System Administrator.

Before you can send a Group Message, you must first define a Group List. A Group List contains all the mailbox numbers that receive a group message. For example, you can group all mailboxes from the accounting department into one Group List, and all mailboxes from shipping into another.

A Group List can include only mailbox numbers. A Group List cannot include the number of another Group List.

The Group List feature is enabled during installation.

Preparing a Group List

Preparing a Group List is just like setting up a new mailbox. You assign a number and a name to a Group List. The leading digit for Group Lists is 9. You can change the Group List leading digit at any time, if necessary. The next two digits are assigned automatically by Enterprise Edge Voice Messaging when you add the Group List. The Group List numbers are assigned in sequential order. You must assign the Group List name.

Enterprise Edge Voice Messaging allows 99 Group Lists. Each Group List can contain a maximum of 1,000 mailboxes. Before you begin to add Group Lists, you must prepare a group mailbox member list. Ensure that this list contains:

- leading digit – (see Group List Numbers on page 93)
- Group List name – maximum 16 characters long
- mailbox numbers – to be included in the group

A mailbox must be initialized before it can be added to a Group List.

After you establish a Group List, you can change the mailboxes included in the list, record a new list name, view the Group List, or delete the Group List.

Group List Numbers

The number 9 is assigned as the default Group List leading digit. For example, the default Group List numbers are 901 to 999. If the leading digit is 5, the Group List numbers are 501 to 599. The Group List numbers are always three digits long.

You can change the Group List leading digit if necessary. For more information on changing the Group List leading digit, refer to Changing the Group List leading digit on page 95.

The Group List number acts like a mailbox number when you leave a message for the mailboxes in the Group List. The the table Sample Group List shows two sample Group Lists.

Sample Group List

Group List no.	Name	Mailbox no.
901	Sales	224
		223
		233
902	Shipping	227
		221

Adding a Group List

To add a Group List:

1. Click the **Group Lists** menu.
   The Group Lists dialog box appears.

2. Click the **Add** button.
   The Group List dialog box appears.

3. In the **Group List Name** box, type the new Group List name.

4. Record a spoken Group List name from your telephone handset or your PC.

5. From the **Available** list, click each mailbox that you want to include in the Group List. Click the **Add** button to copy each mailbox into the Current Members list.

6. After all the member have been added to the Group List, click the **OK** button, and then click the **Close** button.

Changing a Group List

A Group List Name and mailbox numbers can be added to or deleted from a Group List at any time. Mailboxes must be initialized before they can be added to a Group List. You cannot change a Group List number. To change a Group List number, you must delete the Group List and add new member mailbox numbers as a new Group List. For more information, refer to Adding a Group List on page 94.

To change a Group List:

1. Click the **Group Lists** menu.
   The Group Lists dialog box appears.

2. If you want to change the Group List name, click the name of the group, and then click the **Change** button.

3. Enter the new Group List name.

4. Record a spoken Group List name from your telephone handset or your PC.

5. Select the mailbox from the **Current Members Available** list that you want to remove from the Group List. Click the **Remove** button to remove it from the Current Members list.

6. Select the mailbox from the **Available** list that you want to include in the Group List. Click the **Add** button to copy the mailbox into the Current Members list.

7. After you make the necessary changes to the Group List, click the **OK** button.

Changing the Group List leading digit

You can find it necessary to change the Group List leading digit. For example, if 9 is assigned as the Group List leading digit, 901 to 999 is your range of Group Lists. If you change the leading digit to 5, the Group List numbers change to 501 to 599. The Group List numbers are always three digits long.

Note: You cannot change the Group List leading digit to a number that conflicts with mailbox numbers. For example, if your company has mailboxes ranging from 500 to 720, you cannot choose 5, 6 or 7 as the Group List leading digit.

To change the Group List leading digit:

1. Click the **Options** menu and then click **System Parameters**.
   The System Parameters dialog box appears.

2. In the **Group List Leading Digit** box, type the new leading digit.

3. Click the **OK** button.

Deleting a Group List

You can delete a Group List at any time. When you do, the Group List number is re-assigned automatically by Enterprise Edge Voice Messaging the next time you add a Group List. Deleting a Group List does not delete any mailboxes from the Enterprise Edge Voice Messaging system.

To delete a Group List:

1. Click the **Group Lists** menu.
   The Group Lists dialog box appears.

2. Click the Group List you want to delete.

3. Click the **Delete** button.

4. Click the **OK** button to confirm the deletion.

5. Click the **Close** button.

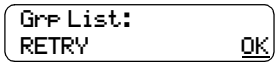
Sending a Group Message

You can sent a Group Message whenever you want to notify a specific group of mailboxes of a pending event or company notice that pertains only to that group. A Group List message must be selected to play, just as a regular message is selected, before a mailbox owner can listen to it. Unlike a Broadcast Message, a Group List message does not play automatically. When a mailbox owner sends a message to the Group List, the mailbox owner's own mailbox does not receive the message.

To send a Group Message from your Enterprise Edge telephone:

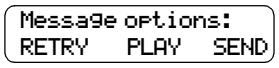
1. Press Feature 9 8 0.

2. Enter the Mailbox number.

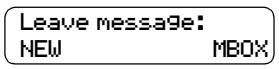


3. Enter the Group List number and press OK.

4. At the sound of the tone, record your message and press OK to end your recording.



5. Press RETRY to record your message again
   or
   press PLAY to replay your message
   or
   press SEND to accept and send your message.



Press Rls to end this programming session.

Caller ID (CLID)

If your company subscribes to Caller ID, also known as Calling Line Identification or CLID, the caller's number or name and number appears on the telephone's display provided the telephone has a one or two-line display. The following information is useful to maximize the benefits of Caller ID.

Caller ID is one of the options needed to use the Reply feature for external calls.

You must assign the number of rings to two or more for lines equipped with Caller ID for pre-recorded Personalized Greetings to play. Caller ID information is not provided until just prior to the second ring.

Mailbox Feature Codes 11

Overview

Feature Codes are used by users to access the different functions of Enterprise Edge Voice Messaging.

Programming the feature codes

To carry out a Enterprise Edge Voice Messaging function, a Feature Code must be entered. There are nine Feature Codes that work with Enterprise Edge Voice Messaging. The default Feature Codes are shown in the table Feature Codes below.

Feature Codes

Feature	Operation
Feature 980	Leave Message
Feature 981	Open Mailbox
Feature 982	Operator Status
Feature 984	Forward to Enterprise Edge Voice Messaging
Feature 985	Enterprise Edge Voice Messaging extension
Feature 986	Transfer (to a Mailbox)
Feature 987	Interrupt
Feature 989	Call Record

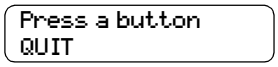
Programming a memory button

To simplify the set up and administration tasks, we recommend programming a memory button for the Feature Codes you use most often. The most frequently used Enterprise Edge Voice Messaging Feature Codes are:

- Open Mailbox–Feature 981
- Forward to Enterprise Edge Voice Messaging–Feature 984
- Transfer–Feature 986
- Interrupt–Feature 987

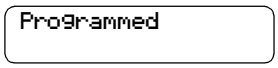
To program a memory button:

1. Press Feature * 3 .



2. Select a programmable button.

3. Press Feature and enter the Feature Code number.



Label the buttons with the Feature Code description using the paper labels provided with your Enterprise Edge telephone.

Repeat steps 1 through 3 for each Enterprise Edge Voice Messaging Feature Code you want to program.

Note: We recommend you program a memory button with the Enterprise Edge Voice Messaging extension. To verify this extension, refer to Determining the Feature Codes on page 98.

Determining the Feature Codes

Enterprise Edge Voice Messaging uses Feature Codes 980 through 989. Before you continue with the set up, check that these Feature Codes are available. If any Feature Codes are used by another Enterprise Edge application, Enterprise Edge Voice Messaging automatically assigns codes between 900 and 999 to the Feature Codes. These codes do not always appear in sequential order.

To determine the Enterprise Edge Voice Messaging Feature Code availability:

1. From an Enterprise Edge two line display telephone, press Feature 9 * 1 .

   Note: The display shows: Leave msg: and the Feature Code.

2. To view the next Feature Code, press NEXT. The display shows the next Feature Code display prompt and number.

3. Continue pressing NEXT to view all the Feature Codes.

Feature Codes shown below are the default Feature Codes. If the codes change, record the assigned codes in the space provided.

Leave msg: F9xx NEXT	Feature 9 8 0 **Note:** Feature 9 ___ ___
Open mbox: F9xx NEXT	Feature 9 8 1 **Note:** Feature 9 ___ ___
Operator: F9xx NEXT	Feature 9 8 2 **Note:** Feature 9 ___ ___
Forward>VM: F9xx NEXT	Feature 9 8 4 **Note:** Feature 9 ___ ___
N*VM F9xx NEXT	Feature 9 8 5 **Note:** Feature 9 ___ ___
Transfer: F9xx NEXT	Feature 9 8 6 **Note:** Feature 9 ___ ___
Interrupt: F9xx NEXT	Feature 9 8 7 **Note:** Feature 9 ___ ___
Name dial: F9xx NEXT	Feature 9 8 8 **Note:** Feature 9 ___ ___
Record Call: F9xx QUIT	Feature 9 8 9 **Note:** Feature 9 ___ ___

Leave a Message

The Leave Message Feature Code is used by mailbox owners to leave a message in a mailbox initialized with Enterprise Edge Voice Messaging.

To use the Leave Message Feature, press Feature 9 8 0.

Open Mailbox

The Open Mailbox Feature Code is used by mailbox owners to open their Personal Mailboxes. All Personal Mailboxes are protected by a password established by the mailbox owner.

To use the Open Mailbox Feature, press Feature 9 8 1.

Operator Status

The Operator Status Feature Code is used by the System Administrator, Receptionist or designated Operator to set the Operator Status. When an operator is not available, set the Operator Status to NO. This alerts the Automated Attendant that the Receptionist or designated Operator is not available. Operator Status is also used to establish whether a business is open or closed, and to designate the Operator's extension. Operator Status is protected by a password.

To use the Operator Status Feature Code, press Feature 9 8 2.

For more information on Operator Status, refer to Setting the Operator Status on page 45.

Forward to Enterprise Edge Voice Messaging

The Forward to Enterprise Edge Voice Messaging Feature Code is used to forward your Enterprise Edge telephone to Enterprise Edge Voice Messaging.

To use the Forward to Enterprise Edge Voice Messaging Feature, press Feature 9 8 4.

Enterprise Edge Voice Messaging extension

The Enterprise Edge Voice Messaging extension Feature Code is used to determine the Enterprise Edge Voice Messaging extension. This number is used to access Enterprise Edge Voice Messaging from a single-line display telephone attached to an Enterprise Edge ATA 2.

To use the Enterprise Edge Voice Messaging extension Feature Code, press Feature 9 8 5.

Transfer to Mailbox

The Transfer Feature Code transfers calls to a mailbox. When using this feature do not put the call on hold.

To use the Transfer Feature Code, press Feature 9 8 6.

Interrupt a Message

The Interrupt Feature Code is used to interrupt Enterprise Edge Voice Messaging and allows you to speak with a caller who has reached your mailbox.

To use the Interrupt Feature, press Feature 9 8 7.

When a caller leaving a message in a mailbox is interrupted, the first part of the message remains in the mailbox. You can delete this message at your convenience. If Off-premise Message Notification is On, the message causes Enterprise Edge Voice Messaging to call the Off-premise Notification number immediately.

Call Record

The Call Record Feature Code is used to record a telephone call from your telephone. The message is sent to your mailbox.

To use the Call Record Feature, press Feature 9 8 9.

Section V - Custom Call Routing (CCR)

- Overview of Custom Call Routing
- Building, saving, and enabling a CCR Tree
- Changing or deleting a CCR Tree

Overview of Custom Call Routing 12

This chapter contains general information about Custom Call Routing (CCR) that prepares the System Administrator for the subsequent chapters on building, changing and deleting a CCR Tree. Read this chapter for:

- an overview of how CCR works
- terms and definitions
- examples
- planning and designing a CCR Tree

How CCR works

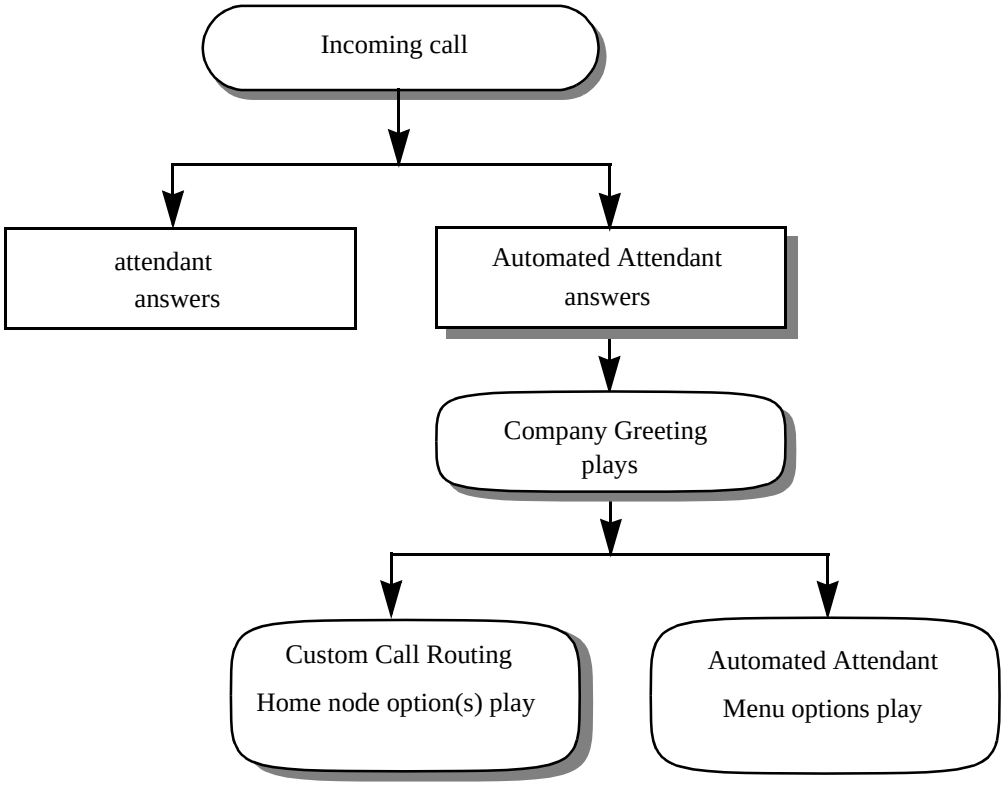
After you enable a CCR Tree, callers hear the CCR Home Voice Prompt immediately after the Company Greeting instead of the Automated Attendant. Custom Call Routing (CCR) offers callers a more sophisticated menu and a wider range of options than the Automated Attendant menus.

A caller navigates through CCR using their telephone dialpad. By selecting an option from the prompts created by the System Administrator, callers can:

- play an information message
- leave a message in a mailbox
- transfer to an extension or an external number
- access another menu

Note: Set up mailboxes and Greeting Tables before designing and building the CCR Tree.

Custom Call Routing overview



When building a CCR Tree, the System Administrator starts by programming the options in the Home node. When the Home node is a menu, up to eight options can be included.

The System Administrator records a voice prompt or imports a voice file that informs callers of the Home node menu options.

When a selection is made from the Home node menu (by pressing a single button) the caller follows a Path that can access an information message, mailbox, transfer, or another menu below the Home node menu.

When the Home node is an Information node, the caller disconnects after the Information Message plays.

As System Administrator, you can program up to four CCR Trees. After a CCR Tree has been programmed it must be assigned to a Greeting Table. For more information, refer to Greeting Tables on page 30.

Terms and definitions

The following terms are introduced in this section.

Term	Definition
Assigned Key	Key or button that the caller is prompted to press to access a node.
Home node	Node associated with the first CCR Tree recording the caller encounters after hearing the company greeting. Home node refers to the position of the node directly below the Root node (the Root node appears as an image of a tree). A Home node can be either a Menu node or an Information node in the CCR Tree.
Icon	Indicates the type of node including Menu, Transfer, Mailbox, and Information. There are also two icons that indicate a warning or an error if the node is incomplete or in error.
Information Mailbox	Provides a caller with information about goods or services available from your company. An Information Mailbox allows the end-user department to keep the message current by logging on and changing the Information Mailbox greeting.
Information node	Does not have a mailbox allocation and is changed only in Enterprise Edge Voice Applications Manager. From a caller perspective, an Information node is the same as an Information Mailbox.
Key Assignment	Key or button that the caller is prompted to press to access a node.
Leaf node	Node that does not lead to further options for the caller. All nodes are leaf nodes except Root nodes and Menu nodes.
Mailbox node	Mailboxes provide a caller with access to a mailbox. By selecting this option, the caller is automatically transferred to a mailbox to leave a message or listen to an Information Mailbox. An Information Mailbox node plays a prompt to the caller. Note that a Mailbox node refers to a Mailbox but does not set up the mailbox. Set up the mailboxes prior to designing and building a CCR Tree.
Menu	A menu is a voice prompt you record that provides a caller with a list of up to eight options.
Menu node	Has a voice prompt you record that provides a caller with a list of up to eight options. Use a Menu Node to create another level of tree depth in the tree. A Menu node is the only node type that is not a leaf node.
Next Action	Determines where the call is directed after the caller listens to an Information message or uses a mailbox. The three possibilities for Next Action are: - Previous: returns the caller to the previous menu - Home: returns the caller to the Home node - Disconnect: disconnects the call Next Actions are assigned to Information nodes and Mailboxes only.
Node	There are several types of nodes. There are Root nodes, Menu nodes and leaf nodes. A Root node is the beginning of a CCR Tree to which a Home node is added. Menu nodes can support other Menu nodes and leaf nodes. Leaf nodes cannot support Menu nodes. A total of eight sub-nodes can be added to a Menu node. A sub-node belongs to a Menu node and can include Menu nodes or leaf nodes.

Term	Definition
Root node	The beginning of a CCR Tree represented by the image labeled Tree on a window with a CCR Tree. A new tree consists of the Root node only until you create a Home node.
Transfer node	Is assigned a one-digit number that, when pressed, transfers the caller automatically to an extension or external number.
Tree	A collection of nodes organized within a tree structure
Tree depth	As nodes are added to a CCR Tree, tree depth increases. The first level of tree depth is the Home node, which is at the top under the Root node. Maximum tree depth is 10 nodes.

Planning and designing a CCR Tree

Planning and designing a CCR Tree involves:

- determining frequently requested departments
- determining frequently called extensions
- making a list of goods and services to be promoted in Information messages
- selecting mailboxes to be assigned to Mailbox nodes
- determining Next Actions
- designing the CCR Tree template in the *Enterprise Edge Voice Messaging Programming Record* (Photocopy this record and use the photocopy as an outline as you proceed through this section.)
- recording the prompts and messages

By default, a caller can press 9 to be prompted in an alternate language, or 0 to reach an Operator. Record the options as part of the Home node menu voice prompt so that the caller is aware of these options.

About the CCR Tree structure

After the Company Greeting, a caller hears the Home Voice Prompt at the top of the CCR Tree. You create the Home node by adding a node to the Root node. The Root node is represented by the image of a tree on the CCR x - Editor window.

When the Home node is an Menu node

When a caller selects an option from the Home node menu, CCR can be set up so that the caller accesses another menu, leaves a message, transfers to an extension or an external number, or plays an Information Mailbox message.

When the Home node is an Information node

You can alternatively set up the Home node to play an Information message. For example:

"Come celebrate with us! It's time for the Ideal Office Machines annual get-to-know-our-customers picnic. The annual picnic is, as always, the first Sunday of August from 1:00 to 5:00 p.m. in Central Park. See you there."

If the Home node is an Information node, the caller disconnects automatically at the end of the message. The other Next Action types do not apply.

Recording an Alternate Language Home node menu voice prompt

If you record an Alternate Language Home node menu voice prompt, you must inform callers of the Alternate Language option. When you record the Primary Language Home node menu prompt, speak in the alternate language and tell the caller to press 9 if they wish to hear the message in the Alternate Language. Mention that they can press 0 to transfer to the attendant. For example:

"To hear this message in (the Alternate Language), press 9. To place an order, press 1. To add your name to our mailing list, press 2. To reach our sales department, press 3. To speak with our Customer Service Representative, press 4. To speak with our attendant, press 0."

Menu sub-node

A menu sub-node includes a voice prompt you record to provide a caller with another list of options. A menu sub-node is created by adding a Menu node to a Menu node. A menu sub-node is assigned a single-digit number that appears in a menu. A total of eight sub-nodes can be added to a Menu node. For example, from the Home node menu, the caller presses 3 to reach the Sales department and hears the sub-node options:

"To place an order, press 1. To add your name to our mailing list, press 2. To speak with our Customer Service Representative, press 3. To speak with our attendant, press 0."

Information node

An Information node accompanies a message you record to provide a caller with information about goods or services available from your company. This message can provide callers with information about sales, specials, company events, business hours, price lists, shipping times or even the weather. An Information node is assigned a single-digit number that is announced in a menu (unless the Information node is the Home node). When callers press this number, the Information message plays automatically. For example:

"We are pleased to announce the arrival of the new FaxEasy line of FAX machines. FaxEasy produces top quality FAX images at an affordable price, and is easy to operate."

Leave Message

The Leave Message option gives a caller access to a mailbox to leave a message. The Leave Message option is assigned a single-digit number that is announced in a menu. When callers press this number, the caller transfers automatically to a mailbox to leave a message. The Mailbox Greeting can be similar to the following:

"You have reached the Ideal Office Machines Order Desk mailbox. After the tone, please leave your name, complete address, phone number, and the item name and number you want to order. Thank you."

Transfer

A Transfer option gives a caller access to an extension or an external number. A Transfer option is assigned a single-digit number that appears in a menu. When a caller presses this number, the caller transfers automatically to an extension or external number to speak with an individual.

Next Action

Next Action determines the destination the caller is directed to after listening to an Information message or leaving a message in a mailbox. The three options for Next Action are:

- **Previous**: returns the caller to the previous menu
- **Home**: returns the caller to the Home node
- **Disconnect**: disconnects the call

Building, saving, and enabling a CCR Tree 13

Overview

This chapter contains the instructions needed to create and save a CCR Tree and enable it so that callers are able to use it.

The specific topics in this chapter include:

- Beginning to build a new Tree
- Recording the Home node voice prompt
- Adding a Menu sub-node
- Adding an Information node
- Adding a Mailbox node
- Adding an internal Transfer node
- Adding an external Transfer node
- Saving a CCR Tree
- Enabling a CCR Tree
- Testing a CCR Tree

Tools and materials

To have a clear record of the CCR Tree you intend to create, first complete the appropriate section of the *Enterprise Edge Voice Messaging Programming Record* and have it handy during the programming.

Beginning a new CCR Tree and recording the Home node voice prompt

After you design your CCR Tree, the first step is to create a new Tree, then create a Home node (either a Menu node or an Information node). If the Home node is a Menu node, you can record the Home node Voice Prompt and then:

- add a Menu sub-node
- add an Information node
- add a Mailbox node
- add a Transfer node

If the Home node is an Information node, you can record the Voice Prompt.

After you complete these steps, you must save the Tree. You must complete and save the CCR Tree before you can enable it.

While you start build a CCR Tree, you can save the Tree at any time and continue working on it later. For more information about saving a Tree, refer to Saving a CCR Tree on page 120.

Beginning to build a new Tree

Beginning a new Tree is as simple as accessing the CCR menu, selecting New, and creating a Home node. From this point you can build your new CCR Tree.

To begin to build a new Tree and record the Home node Voice Prompt:

1. Click the **CCR** menu and then click **New**.
   The Tree - CCR Editor window, or Tree view, appears.

   The newly created Tree shows only the Root node which is labeled Tree. The Root node is highlighted. To begin to populate the Tree, you must add a Menu node or an Information Node.

2. Click the **Node** menu and point to **Add**.
   A list appears with the following available options: Menu and Information.
   Note: After you select Information, you cannot add Sub-nodes later. After you select Menu, you can set up the CCR Tree so the caller can access more than one option.

3. Click **Menu** or **Information**.

4. Double-click the new Home node.
   The Properties - Menu Node or the Properties - Info Node dialog box appears with the updated Tree view behind it.

5. In the **Caption** box, type a caption name, such as **List of options**, if the Home node is a menu.

6. To record the Home node Voice Prompt, click the **Voice** button to the right of **Primary Prompt**.
   The Primary Voice Prompt dialog box appears. From this dialog box, you can import a pre-recorded prompt or record a prompt.

Importing a previously recorded prompt

To import a previously recorded prompt from the Primary Voice Prompt dialog box:

1. Click the **Browse** button**.**
   The Open dialog box appears.

2. From the **Look in** list, select the location of the file. The following file types are supported: .WAV, raw OKI and raw SBC.

3. Click the file name and click the **Open** button.
   The Primary Voice Prompt dialog box appears.

4. Click the **Import from** button and then click the **Close** button.

5. Click the **OK** button.

Recording a prompt

To record a prompt starting from the Primary Voice Prompt dialog box:

1. Make sure you have an audio input device connected to your computer. Click the **Record** button.
   The Sound Recorder dialog box appears.

   Note: You can specify the default sound quality before you record a sound. On the **Edit** menu, click **Audio Properties**. On the **Audio Properties** dialog box, click the quality that you want from the list. Choose **high quality** (minimum 8kHz or multiple and minimum width 16 bits) because some loss of audio quality occurs when the recording converts. You can play your recording in Sound Recorder or in Media Player.

2. Click the **Record** button and record your greeting.

3. When you are finished recording your greeting, click the **Stop** button.

4. You can review the message using the **Rewind** and **Play** buttons.

5. Click the **File** menu and then click **Save As**.
   The file appears in the File name box with a .tmp suffix.

6. From the **Save in** box, go to where you want to save the file.

7. Click the **Save** button.
   The Sound Recorder dialog box appears again.

8. Click the **Close** button.
   A message appears asking if you want to upload the edited voice file.

9. Click the **Yes** button.
   The Primary Voice Prompt dialog box appears.

10. Click the **Browse** button.
    The Open dialog box appears with the file you recorded.

11. Click the filename and click the **Open** button.
    The Primary Voice Prompt dialog box opens.

12. Click the **Import from** button and then click the **Close** button.
    Repeat these steps to record an Alternate Prompt. The Properties - Menu Node dialog box appears indicating the prompt(s) are recorded.

13. Click the **OK** button. Now you can continue to build the Tree by add a sub-node.

For information about saving a Tree, refer to Saving a CCR Tree on page 120.

Adding a sub-node to a Menu node

After you create a CCR Tree, the first step in building the tree is to assign options to the Home node menu. If there are more choices than fit conveniently in the Home node menu, you can create one or more sub-node menus. Add a Menu node to your Home node menu.

Remember that if the Home node is an Information node, you cannot add a sub-node and the call disconnects automatically after the message plays.

After you determine how many options you want to offer in a menu, you must determine where the option directs the caller.

After you assign a Menu sub-node, you must next assign another set of options on the following level of tree depth. Options for each menu can be another Menu, an Information Mailbox, a Transfer, or a Leave Message option. You can assign up to eight options to each menu.

The Menu sub-node provides a caller with single-digit access to another list of options. If your Tree is designed to progress to a second level, you must add a Menu sub-node on the first level to inform the caller of further options. For example, if your Home node menu says:

"To place an order, press 1. *To add your name to our mailing list, press* 2. *To reach our sales department, press* 3. *To speak with our attendant, press* 0."

The caller can to press 1 and hear more options, such as:

"To hear our weekly specials, press 1. *To speak with a clerk at the Order Desk, press* 2."

Adding a Menu sub-node

To add a new Menu sub-node:

1. Click the **CCR** menu, point to **Open** and then click the Tree that you want to add a sub-node to.
   The Tree x - CCR Editor window appears.

   Note: x is a variable that represents the tree number once the tree has been saved.

2. Click the Menu node to which you want to add a sub-node.

3. Click the **Node** menu, point to **Add**, and then select **Menu**.
   An error message appears if the menu item you selected has the maximum number of sub-nodes.

4. Double-click the new node.
   The Properties - Menu Node window appears.

5. In the **Caption** box, type a caption name.

6. Beside **Primary Prompt** click the **Voice** button.

7. Record or upload the Voice Prompt.

8. Beside **Alternate Prompt** click the **Voice** button.

9. Record or upload the Voice Prompt.

10. In the **Assigned Key** list box, the lowest available Assigned Key number for the Tree is shown. You can change the number to re-order the menu if required.

11. Click the **OK** button.
    The node is created.

You can now continue to build this Tree and add more options, finish building the Tree and save it, or save the Tree now and add to it later.

Adding an Information Mailbox

You can use the Information Mailbox to provide callers with information about sales, specials, company events, business hours, price lists or even the weather.

To add an Information Mailbox:

1. Click the **CCR** menu, point to **Open** and click the Tree to which you want to add an Information Mailbox.
   The Tree x - CCR Editor window appears.

2. Click the node to which you want to add an Information node.

3. Click the **Node** menu, point to **Add**, and then click **Information**.

4. Double-click the new node.
   The Properties - Info Node dialog appears.

5. In the **Caption** box, type a name for the Information Mailbox, such as **Store Hours and Directions**.

6. Click the **Voice** button to record or download a Primary Prompt voice recording. If the Play button is active, you can listen to the Primary Prompt by clicking the **Play** button.

7. Click the **Voice** button to record or download a Alternate Prompt voice recording. If the Play button is active, you can listen to the Alternate Prompt by clicking the **Play** button.

8. At the **Next Action** option, select either **Home**, **Disconnect** or **Previous**.

   - **Previous**: returns to the Previous menu
   - **Home**: returns the call to the Home node Voice Prompt
   - **Disconnect**: disconnects the call

   An exception to this occurs when an Information Mailbox is played at the Home node. The call disconnects after the Information message plays.

9. The **Assigned Key** list box displays the default number for the Assigned Key. Click the **OK** button to add the Information Mailbox.
   The node is created. You can continue to build this Tree and add more options, finish building the Tree and save it, or save the Tree now and add to it later.

   Note: The messages that appear in the bottom of the Properties - Info Node window, such as Primary Prompt has not been recorded, contain tips and information.

Adding a Mailbox node

Adding a mailbox node provides a caller with a mailbox where they can leave a message or listen to an Information Message, depending on the mailbox type. You create a mailbox by giving it a Path number and assigning a mailbox number.

Before you assign a mailbox to receive callers' messages, the mailbox must be initialized.

To add the mailbox in which callers can leave messages:

1. Click the **CCR** menu, point to **Open**, and then click the Tree you want to add a mailbox node to.
   The Tree x - CCR Editor window appears.

2. Click the node to which you want to add a mailbox node.

3. Click the **Node** menu, point to **Add**, and then click **Mailbox**.

4. Double-click the new node.
   The Properties - Mailbox Node dialog box appears.

5. In the **Mailbox** box, type the mailbox number you want to direct the caller to. If you do not know the mailbox number, click the **Directory** button.
   The Select Mailbox dialog box appears.

6. Click the mailbox number you want and click the **Select** button.
   The Properties - Mailbox Node dialog box appears.

7. At the **Next Action** option, select either **Home**, **Disconnect**, or **Previous**.

   - **Previous**: returns to the Previous menu
   - **Home**: returns the call to the Home node Voice Prompt
   - **Disconnect**: disconnects the call

   The **Assigned Key** list box displays the default number for the Assigned Key.

   The messages that appear in the bottom of the Properties - Mailbox Node dialog box, such as Primary Prompt has not been recorded, contain tips and information.

8. Click the **OK** button to add the new Mailbox node.

You can continue to build this Tree and add more options, or you can finish building this Tree and save it. For more information about saving a Tree, refer to Saving a CCR Tree on page 120.

Adding a Transfer

A Transfer directs a caller to an internal extension or an external number.

Adding a Transfer to an internal extension

To add a Transfer to an internal extension from the Tree x - CCR Editor:

1. Click the **CCR** menu, point to **Open**, and then click the Tree you want to add a Transfer to.
   The Tree x - CCR Editor window appears.

2. Click the Menu node to which you want to add a transfer node.

3. Click the **Node** menu, point to **Add**, and then click **Transfer**.

4. Double-click the new node.
   The Properties - Transfer Node dialog box appears.

5. In the **Caption** box, type the name of the where you are transferring the caller to, for example **New Car Sales**.

6. At the **Select** option, select either **Line**, **Pool**, **Intercom** or **Route Code**.

7. In the **Dial** box, type the extension number.

8. The **Assigned Key** list box displays the default number for the Assigned Key. The node is created. You can continue to build this Tree and add more options, finish building the Tree and save it, or save the Tree now and add to it later.

   Note: The messages that appear in the bottom of the Properties - Mailbox Node dialog, such as Primary Prompt has not been recorded, contain tips and information.

9. Click the **OK** button to add the new Transfer node.

Adding a Transfer to an external number

When Enterprise Edge Voice Messaging transfers a call using a CCR external transfer, two lines are used. An incoming line connects the caller to the CCR Tree and an outgoing line transfers the caller to the external telephone number. Both lines remain in use while the user connects to the external telephone number.

To optimize the use of Enterprise Edge Voice Messaging lines, the incoming line can be used to make the external transfer. This type of transfer is called a Link transfer.

Note: A Link transfer can be performed only if the Enterprise Edge Voice Messaging lines are equipped with Link transfer capability. If a Link transfer is programmed for an external transfer and your Enterprise Edge Voice Messaging lines do not support this feature, the call disconnects. Ensure you have Link transfer capabilities on your Central Office (CO) lines before programming this feature.

To perform a Link transfer for a CCR external transfer you must add the special character # before the telephone number. For example, the telephone number looks like:

5 5 5 1 2 3 4

where:

5 5 5 1 2 3 4 is the telephone number dialed

For more information about this feature, refer to the *Enterprise Edge Installation Guide*.

For important information on preventing unauthorized calls using outdial, refer to Outdial route on page 60.

To add a Transfer to an external number:

1. Click the **CCR** menu, point to **Open,** and then click the Tree you want to add an external Transfer to. The **Tree x - CCR Editor** window appears.

2. Click the node to which you want to add a transfer node.

3. Click the **Node** menu, point to **Add**, and then click **Transfer**.

4. Double-click the new node.
   The Properties - Transfer Node window appears.

5. In the **Caption** box, type a description of where you are transferring the caller to, for example **Sales Manager Cellular**.

6. At the **Select** option, select either **Line**, **Pool**, **Intercom** or **Route Code**.

7. In the **Dial** box, type **#** and the external number. If your company uses line, pool or Route access codes, the code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

8. The **Assigned Key** list box displays the default number for the Assigned Key. You can continue to build this Tree and add more options, finish building the Tree and save it, or save the Tree now and add to it later.

   Note: The messages that appear in the bottom of the Properties - Mailbox Node dialog, such as Primary Prompt has not been recorded, contain tips and information.

9. Click the **OK** button to add the new Transfer node.

This completes adding a Transfer to an external number.

Saving a CCR Tree

When a CCR Tree is built and you have recorded all the menus and messages, or at any time after you have started building it, you can save the Tree as Tree 1, 2, 3 or 4. Saving is not possible if the tree has errors.You must save the Tree before it can be enabled.

To save an open CCR Tree:

1. In the **Tree x - CCR Editor** window, click the **File** menu, and then click **Save**.
   The Save As dialog box appears if this is the first time you have saved it.

2. Select the location for the stored CCR Tree in the **Save In** box.

3. In the **File name** box, type the number for the Tree.

4. Click the **Save** button.

After the CCR Tree is assembled and saved, you can enable it. Before you assign a Tree to a Greeting Table for caller use, test it to make sure it is working correctly. For more information about testing, refer to Testing a CCR Tree on page 121.

Enabling a CCR Tree

Before incoming callers can access a CCR Tree, you must assign lines to Greeting Table 1, 2, 3 or 4. For information about assigning lines to Greeting Tables, refer to Assigning a greeting to a Greeting Table on page 37.

After you assign lines, you can assign the Tree to a Greeting Table.

To enable a Tree, you must:

- assign the Tree to Greeting Table 1, 2, 3 or 4.
- make the Tree number a destination in the Caller ID Table. Your company must subscribe to Caller ID services before you can use this feature. For information about Caller ID Tables, refer to Setting up an Automated Attendant on page 29.

Testing a CCR Tree

After you a build, save, enable, and assign a CCR Tree to a Greeting Table, test the CCR Tree. To verify the Tree, call the company number and test each node. Make sure that:

- the Home node routes the call as designed
- each transfer routes the caller to the intended destination
- each prompt provides the correct information
- messages are courteous and easy to understand

Changing or deleting a CCR Tree 14

Overview

After you create and enable your CCR Tree, you can alter it to reflect changes in your company or you can save an existing CCR file to another file and customize it.

This chapter describes how to:

- save a CCR Tree file to another file
- disable a CCR Tree
- change a Home node or Sub-node
- move a node
- delete a Menu on a CCR Tree
- delete a CCR Tree

Tools and materials

To have a clear record of the options you intend to change, first alter the appropriate section of the *Enterprise Edge Voice Messaging Programming Record* and keep it handy during the programming changes.

Precautions

Before you make changes to a CCR Tree, you must disable the Tree.

Saving a CCR Tree to a file

To save a CCR Tree to a file:

1. Open the Tree you want to save.

2. On the **Tree x - CCR Editor** window, click the **File** menu, point to **Save As**, and then click the Tree you want to save the Tree file to, or click **File**.
   The Save As dialog box appears.

3. In the **File name** box, type the name of the file.

4. Click the **Save** button.

   Note: To access the file again, click the **CCR** menu, point to **Open** and click **File**. The Open dialog box appears. Highlight the file, which has a.CCR suffix and then click the **Open** button.

Disabling a CCR Tree

Before you make any changes to an active CCR Tree you must ensure service is not disrupted by first disabling the CCR Tree and making sure all references to the Tree are removed from the Greeting and Caller ID Tables.

To disable a Tree:

1. Click the **Auto Attendant** menu, point to **Greeting Table** and click the number of the Greeting Table you want to delete.
   The Greeting Table Setup dialog box appears.

2. Click the **Answering** tab. At the **CCR Tree** option, click the number of the CCR Tree you want to disable then click the **Disable** button.

3. Click the **OK** button to disable the CCR Tree.

Changing the Home node menu

If you add a menu to the Root node (which appears as the image of a tree) when a Home node already exists, a new Home node menu is created with the former Home node as the first assigned sub-node.

Note: Changes cannot be undone unless you close the CCR x - Editor window without saving changes.

Changing a Sub-node

To change a sub-node:

1. Click the **CCR** menu, point to **Open**, and then click the Tree you want to change the sub-node of.

2. Click the sub-node you want to change.
   If you click the Home node, Assigned Key does not appear.

3. Click the **Node** menu, and then click **Properties**.
   The Properties - Menu Node dialog box appears.

4. Depending on the type of node you click, Primary Prompt and Alternate Prompt appear. You can change your prompt.

5. From the **Assigned Key** list box, choose the new Assigned Key number that you want to change the sub-node to. If you choose a key that is assigned to another node, the nodes exchange assignments.

6. Click the **OK** button.

Moving a node

A node can be moved from one menu to another by dragging it onto the target Menu node. The node is removed from the menu and inserted into the target Menu with its original assigned key or the first unassigned key.

Deleting a menu

To delete a menu:

1. Move the menu's sub-nodes (if any) to a location in a higher level menu.
2. Click the Menu node you want to delete.
3. Click the **Node** menu.
4. Click **Delete**.
   A message appears asking you to confirm your request to delete the menu.
5. Click the **OK** button.

Deleting a Tree

Before you delete a CCR Tree, make sure the Tree has been disabled. For information about disabling a Tree, refer to Disabling a CCR Tree on page 124.

To delete a Tree after it is disabled:

1. Click the **CCR** menu and then click **Delete**.
2. Click the Tree number you want to delete.
   The Tree is deleted.

Section VI - Maintenance and Troubleshooting

- Enterprise Edge Voice Messaging Reports
- Enterprise Edge Voice Messaging Troubleshooting

Enterprise Edge Voice Messaging Reports 15

Overview

This chapter describes Enterprise Edge Voice Messaging Reports and explains how to generate and print reports.

Use the following reports to view Enterprise Edge Voice Messaging programming, status and the available message time.

Report	Contains
Directory Report	A list of the mailbox owners in the Company Directory.
Numeric Mailbox Report	A list of mailbox owners in order of mailbox numbers.
System Group List Report	A list of Group Lists by number and name, including the names of the users in the list and their mailbox numbers.
Message Usage Report	A list of the current storage available in minutes on the Enterprise Edge server.
Mailbox Activity Report	A list of daily and average mailbox statistics. You can generate this report for either an individual mailbox or all mailboxes.
Caller ID (CLID) Report	A list of the daily CLID activity for the Enterprise Edge Voice Messaging System.
Dialing Translation Report	A list of the current settings of the Dialing Translation parameters and a list of all the entries in the Dialing Translation Table.
Alarm Report	A list of all the alarm messages that have been collected in the Alarm log.
Custom Call Routing (CCR) Report	A list of the menus on the CCR Tree, assignments to the menus, and any areas that need administering. The Tree report must be accessed through the CCR Administration menu.
Enterprise Edge Voice Messaging Call Handling and Port Usage Report	A two-part report that summarizes inbound and outbound call activity and port usage for the previous seven days.
Enterprise Edge Voice Messaging System Configuration Report	A four-part report that indicates how the system is configured. The information presented includes: System options, lines, Greeting Tables, installed Enterprise Edge Voice Messaging Options, General Networking parameters, AMIS networking parameters and site table.

Directory Report

This report shows the mailbox owners listed in the Company Directory, including the mailbox owner's name, mailbox number, the type of mailbox, extension, whether or not mailbox owners recorded their name in the Company Directory and if they have a greeting recorded for their mailbox.

Note: The Subscriber list appears in alphabetical order.

Numeric Mailbox Report

This report shows all mailboxes in numeric order, including mailbox type and a "snapshot" of the mailbox at the time the report is run. The following information is reported:

- the mailbox number
- mailbox type
- mailbox name
- primary extension assigned (or Guest)
- Class of Service number
- total number messages in the mailbox
- total volume of messages rounded to nearest minute
- number of new messages (User mailboxes only)
- volume of new messages rounded to the nearest minute (User mailboxes only)
- Outdial parameter assigned (User mailboxes only)
- space for Information Messages to display additional information about the mailbox
- whether the owner has had their mailbox locked for surpassing the number of incorrect password attempts

System Group List Report

This report shows the Group List number, the type of Group List, the Group List name, the mailbox numbers included in the Group List, the mailbox owner name and the type of mailbox.

Mailbox Activity Report

This report shows the mailbox number, mailbox owner's name, the last date of access, and information about the messages left in a mailbox. This report is in two parts and covers mailbox usage over a period of seven days.

The starting point of this report is the last full day of activity. For example, if the full day of activity is Tuesday, the report begins on Tuesday and goes back seven days to the previous Wednesday.

In part two of the Mailbox Activity Report, each line total indicates a cumulative average of the mailbox activity.

You can print this report for individual mailboxes or all mailboxes certified with Enterprise Edge Voice Messaging. When you print the Mailbox Activity Report for all the mailboxes, ensure the printer has enough paper. Because of the size of this report, print at night or during a slow time. To get the full benefit of this report, print it on the same day each week and reset the statistics after each printing.

Caller ID (CLID) Report

A list of the daily CLID activity for the Enterprise Edge Voice Messaging System.

Dialing Translation Report

This report lists the current settings of the Dialing Translation Parameters the Input and Output entries in the Dialing Translation Table.

Note: The "*****" character shown after a value signifies any digits in the phone remaining to be dialed. Enterprise Edge Voice Messaging automatically adds the "*****" character after every Input and Output value.

Alarm Report

This report shows the alarm messages in the Alarm log.

Custom Call Routing Report

This report shows the Tree number, the Greeting Table(s) the CCR Tree is currently assigned to, the date the Tree was last modified, and the Tree status. The report also shows the Path, type, description, destination, a seven day rolling count of the number of calls received by the Tree and the number of times each path is visited. Print the Custom Call Routing Report on the same day each week to get a true representation of CCR activity.

Ensure you generate this report before modifying a CCR Tree.

Enterprise Edge Voice Messaging Call Handling and Port Usage Report

This two-part report summarizes inbound and outbound call activity and port usage on a seven day rolling basis. Use this report to identify volume and sources of call traffic, and to determine if additional system ports are needed.

Enterprise Edge Voice Messaging Call Handling and Port Usage Report Part 1

The Enterprise Edge Voice Messaging Call Handling and Port Usage Report Part 1 includes the following information:

- **Allocation**: Minimum and maximum number of ports allocated to Enterprise Edge Voice Messaging
- **Port Status**: Number of ports the customer has paid to use
- **Percentage of Time All Enterprise Edge Voice Messaging Ports Busy**: An asterisk (*) indicates periods in which at least one port is disabled

Enterprise Edge Voice Messaging Call Handling and Port Usage Report Part 2

This report provides the number of calls, total duration and average duration expressed in minutes and includes the following categories:

- Incoming Calls: Internal, External and Total Incoming
- Outgoing Calls: Message Notification, AMIS Delivery, and Total Outgoing. All outgoing calls are attributed to a single category; for example, the entire call is considered as Message Notification even if the call party logs in.
- All Calls: Number of calls, Total duration, and Average duration.

System Configuration Report

This multi-section report indicates how the system is currently configured. There is a section for each of the following aspects of the system:

- System options
- lines
- Greeting Tables
- General Networking Parameters
- AMIS networking parameters
- site table

System Configuration Report, Part 2

In the Greetings column, the list does not show greetings that are not recorded or not used in any Greeting Table. The Line Answering column of Part 2 contains entries only for the lines for which the ANSWER parameter is Yes.

System Configuration Report, Part 3

The following categories in Part 3 appear only if the applicable options are installed: General Networking Parameters and AMIS Networking Parameters.

System Configuration Report, Part 4

The Site Table appears if AMIS is installed. Local site information is available within the Site Table data structure, and does not appear in this report.

Enterprise Edge Voice Messaging Troubleshooting 16

Overview

This chapter on Enterprise Edge Voice Messaging troubleshooting is divided into the following sections:

- system trouble
- operating trouble
- Custom Call Routing (CCR) trouble

System trouble

System trouble consists of problems that occur to more than one mailbox owner and to both internal and external callers.

Automated Attendant does not answer any calls

1. Verify that you have assigned the lines to the Greeting Table, and the line is designated as YES. This means that Enterprise Edge Voice Messaging is set to answer the line.

2. Possibly all the Enterprise Edge Voice Messaging channels are busy. Try calling back. Your call is answered when a channel is available.

3. Verify that greetings 1 to 4 are recorded. These greetings default to the Greeting Tables and must be recorded for the Automated Attendant to operate. Refer to Setting up an Automated Attendant on page 29.

4. If the Enterprise Edge Voice Messaging channels are frequently busy, it indicates there is too much activity. Contact your advice line or sales representative.

Call display information is lost

The Automated Attendant must be set to answer after two or more rings for Enterprise Edge Voice Messaging to record call log information related to an incoming call. For information about setting the number of rings, refer to Enabling Touchtone Gate on page 42.

The Automated Attendant transfers some callers to the General Delivery Mailbox

Enterprise Edge Voice Messaging requires a touch tone phone signal and a minimum voice level. Enterprise Edge Voice Messaging waits for a caller to respond. If a response is not received, the caller transfers to the Receptionist or designated Operator. If they are not available, the caller automatically transfers to the General Delivery Mailbox. The caller also transfers to the General Delivery Mailbox if an extension does not have a mailbox.

For Enterprise Edge Voice Messaging to transfer calls correctly, each mailbox must have a unique extension. To verify that all mailboxes have a unique extension, print the Directory Report (Report 1).

Greetings are played at the wrong time of day

There are three possible causes for this problem:

1. The Business Open Status is set to NO. Change the Business Open Status to YES. Refer to Setting the Operator Status on page 45.

2. The wrong greeting numbers are assigned to the Greeting Table.

3. The business hours are set incorrectly.

Greetings are played on the wrong line

To verify the line information is correct, refer to the *Enterprise Edge Voice Messaging Programming Record*. If you find the information is incorrect, you must reassign lines to the Greeting Table. Refer to Programming which lines are answered by Enterprise Edge Voice Messaging on page 40.

A telephone cannot be forwarded to Enterprise Edge Voice Messaging

If you attempting to forward your incoming calls to Enterprise Edge Voice Messaging and the display shows: `Forward denied` possibly you are forwarding to the wrong extension. Use Feature Code 985 to display the correct extension for Enterprise Edge Voice Messaging and compare this number to the extension to which your telephone is forwarded.

Feature 981 produces a Log prompt on the Enterprise Edge display

Whenever the Log prompt appears on the display, it can be caused if the telephone does not have an assigned mailbox. If the extension does not have an assigned mailbox, Enterprise Edge Voice Messaging requests both a mailbox number and a password.

Mailbox owner is unable to reply to an external caller, use Off-premise Message Notification or Outbound Transfer

An Outdial route must be assigned before a Mailbox Owner can reply to an external caller using the Reply feature or use Off-premise Message Notification or Outbound Transfer. Before a Mailbox Owner can reply to a message from an external caller, an Outdial route must be assigned and a Dialing Translation Table must be created.

The default for Outdial route is None. Until you assign a line, line pool or Route code as the Outdial route for a mailbox, the mailbox owner can use the Reply Feature to reply to calls from internal extensions only, Off-premise Message Notification for internal extensions only and Outbound Transfer for internal extensions only.

You can apply dialing restrictions to an Enterprise Edge telephone and the extensions connected to Enterprise Edge Voice Messaging. If you wish to restrict outdialing of certain phone numbers, you must do one of the following:

1. Through Enterprise Edge programming, assign the dialing restrictions to the Enterprise Edge extensions to which Enterprise Edge Voice Messaging is connected. This restricts all outdialing calls including external transfers from CCR trees, Off-premise Message Notification and Outbound Transfers. When assigning an Outdial route, all dialing is done by the extension to which Enterprise Edge Voice Messaging is connected, not by the Enterprise Edge telephone. For additional information, refer to your Enterprise Edge system documentation.

2. Through Enterprise Edge programming, assign the dialing restrictions to the extension of the user. For additional information, refer to your Enterprise Edge system documentation.

3. Through Enterprise Edge programming, assign the dialing restrictions to the Enterprise Edge line(s) being used for outdialing. For additional information, refer to your Enterprise Edge system documentation.

Operating trouble

The following conditions list some problems that can occur when operating Enterprise Edge Voice Messaging.

Personalized Greetings do not play

Personalized Greetings do not play when a telephone is on Call Forward Busy or Call Forward All Calls to the Enterprise Edge Voice Messaging extension. In these cases, Personalized Greetings depend on Caller ID information that is received just prior to the second ring.

Personalized Greetings also do not play if the Auto Attendant is set to answer at 0 or 1 ring. The Primary or Alternate Personal Mailbox Greeting plays instead. Assign the number of rings to 2 or more.

Mailboxes are not accepting messages

A mailbox does not accept messages if the mailbox is not initialized.

Note: A mailbox cannot receive messages until it is initialized by the mailbox owner. Instruct owners to initialize their mailboxes.

Messages are being lost in a mailbox

If messages are being removed, check the message retention period in the mailbox Class of Service. To check the Class of Service, refer to Changing mailbox options on page 83.

A mailbox owner lost the mailbox password

A forgotten password cannot be recovered. The password associated with the mailbox must be reset to the default password 0000. After a password has been reset to the default, the mailbox owner must change it in order to use the mailbox. To reset a password, refer to Changing mailbox options on page 83.

A mailbox owner cannot access their mailbox

Each mailbox is assigned a maximum number of incorrect password attempts as a Class of Service. Enterprise Edge Voice Messaging records the number of incorrect attempts from the last time the mailbox was successfully accessed. After the number is passed, the mailbox owner is "locked-out" and hears *"This mailbox has been locked to prevent unauthorized access. Please contact your administrator for assistance."* The mailbox cannot be opened again until the System Administrator resets the password. To reset a password, refer to Changing mailbox options on page 83.

A mailbox is not in the Company Directory

Check to ensure the mailbox is initialized. If the mailbox is not initialized, it does not appear in the Company Directory. Check to ensure the Company Directory Override for the mailbox is set to Yes. Refer to Changing mailbox options on page 83.

Calls are being answered by the wrong mailbox

Check to ensure that the correct extension has been assigned to the mailbox.

A mailbox cannot be added to Enterprise Edge Voice Messaging

Ensure the mailbox is not already certified with Enterprise Edge Voice Messaging. Mailbox numbers must be unique. Enterprise Edge Voice Messaging can store up to 1,000 mailboxes. This number includes the Special Mailboxes. Refer to the *Enterprise Edge Voice Messaging Programming Record*.

You cannot enter a name for a mailbox

Names must be entered as last name, then first name initial. All names must have a comma (,) separating the first and last name. The maximum length of the name entered, including comma, is 16 characters. Refer to Changing mailbox options on page 83.

Incomplete messages are received in a mailbox or "Message delivered" plays while recording a message, or a Enterprise Edge Voice Messaging session ends unexpectedly

Any of these three situations can be due to a problem called Talk Off. Talk Off occurs if Enterprise Edge Voice Messaging interprets certain voice patterns as Dual Tone Multi Frequency (DTMF) tones. DTMF tones are produced when buttons are pressed on a touch tone phone. When you press a button on the dialpad, Enterprise Edge Voice Messaging receives a DTMF tone and performs the correct operation. For example, after entering your mailbox password, you can press the # button. The DTMF tone sent to Enterprise Edge Voice Messaging indicates you are finished entering your password.

Some voice patterns are the same as DTMF tones. This can cause Enterprise Edge Voice Messaging to function incorrectly. For example, if in the middle of a message you say something that sounds the same as the DTMF tone created by pressing the # button, the recording session ends. Correcting Talk Off requires adjustments to your Enterprise Edge Voice Messaging system.

You cannot create a Group List

The maximum number of Group Lists that can be created is 99. The Enterprise Edge Voice Messaging Group List must be enabled during installation. If the Group List feature is not enabled, you cannot create a Group List. To enable this feature, you must reset Enterprise Edge Voice Messaging.

Custom Call Routing (CCR) trouble

The following conditions describe problems that can occur while operating CCR. Ensure that you check the CCR Tree Report regularly.

Note: For information about Reports, refer to Enterprise Edge Voice Messaging Reports on page 129.

Interruptions while building or changing the Tree

If you quit Enterprise Edge Voice Messaging by mistake, or there is a power outage, or there is no screen activity, all data automatically saves to Tree 5. Tree 5 is designated as the Workspace for building or changing a Tree. Until a Tree number is assigned, all data remains in Tree 5.

The Tree cannot be deleted

The Tree cannot be deleted while it is in use. The Tree must be disabled before it can be deleted.

Note: For more information about deleting the Tree, refer to Deleting a Tree on page 125.

The Tree cannot be enabled

The Tree must be saved before it can be enabled, and it must be completed before it is saved. To complete the Tree, ensure:

1. The Tree contains the Home Menu Point with an action Point below it.

2. If the Tree contains a Leave Message Point, the mailbox is initialized.

The Leave Message Point mailbox is full

The mailbox is equipped with a Never Full Mailbox feature, which allows a caller to leave a message in the mailbox, even if the mailbox is “full”. The message is stored, but cannot be accessed until the mailbox owner deletes some of the messages in the mailbox.

If more message time is required, the Class of Service of the mailbox can be changed.

Deleting a mailbox

Do not delete a mailbox used in a CCR Tree. If you delete a Leave Message Point mailbox, the messages go to the General Delivery Mailbox automatically.

For more information about the General Delivery Mailbox, refer to General Delivery Mailbox on page 54.

Section VII - Appendices

- Appendix A: Dialing Translation
- Appendix B: Enterprise Edge Configuration Tips

Appendix A: Dialing Translation

Overview

Dialing translation is a process by which the number of an incoming call from a public network translates through a translation table into a number that can be recognized and dialed on the local network, using the Reply feature.

For Dialing Translation to occur, the System Administrator must create a Dialing Translation Table that recognizes the digits of an external number and translates them into a number that can be dialed by the Enterprise Edge system. The Enterprise Edge system also consults the restrictions and schedules tables prior to dialing the number.

The Dialing Translation Tables are necessary only for the Reply feature. Enterprise Edge Voice Messaging does not require the tables in order to function normally.

How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID message. The number is then searched for by Enterprise Edge Voice Messaging in the Dialing Translation Table. If the leading digit or digits of the phone number match a Dialing Translation Table Input value (the number Enterprise Edge Voice Messaging searches for in the Dialing Translation Table), the Output value is substituted for the Input value. This change results in a phone number that can be dialed on the local network. Changing the number usually consists of dropping an area code or inserting an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code “1”, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls do not take any longer to dial. Some phone numbers do not need to be changed before dialing. Enterprise Edge Voice Messaging functions without a Dialing Translation Table except that the Reply feature cannot be used.

Phone number Translation

The Dialing Translation Table must define each possible case where a change is needed to allow the number to be on the local network.

The Dialing Translation Table changes Network extensions into numbers that can be dialed on the local network. The Network extension form of a phone number is the usual form in which the number appears. For example, the phone number on a business card can read 403-555-5050 which, in its Network extension form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

The following three tables are examples of Dialing Translation Tables and how they function. Every Dialing Translation Table entry consists of an Input value column and an Output value column. The values in the Input column represent the leading digits of the Network extensions which, if matched, are replaced by the corresponding value in the Output column. The "*" character shown after a value signifies any digits in the phone number remaining to be dialed. Enterprise Edge Voice Messaging automatically adds the "*" character after every Input and Output value.

A phone number either matches a specific Input value or does not match at all.

A sample Dialing Translation Table taken from a site located in metropolitan Toronto is shown below.

Sample Dialing Translation Table

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international phone numbers.
416*	*	The Table removes the 416 area code and dials all calls as 7 digits.
905206* 90527* etc. (135 more entries)	905206* 90527* etc. (135 more entries)	These telephone exchanges can be dialed as local (no long distance charges) 10 digit calls from the 416 area.
905*	1905*	All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers.
*	1*	Any numbers that start with digits other than 011, 416 and 905 are long distance, and have a "1" added as a prefix.

A sample Dialing Translation Table taken from a site in Mountainview, California.

Sample Dialing Translation Table

INPUT	OUTPUT	Explanation
		The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging. In situations like the Mountainview example, there is no need to build a Dialing Translation Table.

A sample Dialing Translation Table taken from a site with area code 206 near the border with area code 360.

Sample Dialing Translation Table

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international phone numbers.
20644* 206626* etc. (40 more entries)	44* 626* etc. (40 more entries)	Due to the site location, some calls can be dialed as local 7 digit numbers.
206*	1206*	All other 206 numbers require 11 digit long distance dialing.
360224* 360227* 360472*	360224* 360227* 360472*	These 360 numbers can be dialed as 10 digit local numbers...
360*	1360*	... but all other 360 numbers are 11 digits long distance numbers.
*	1*	All numbers starting with other than 011, 206 and 360 are long distance and have 1 added as a prefix.

Network Access

The Dialing Table Translation results in a number that can be dialed at the local network. The final step is to prefix any digits required to reach the local network from your Enterprise Edge system. For systems that are behind a PBX or PABX, typically in North America 9 must be prefixed to the phone number. For systems attached to Central Office (CO) lines no digits need to be prefixed.

Dialing Translation Parameters

The Dialing Translation process is controled by four parameters. These parameters are:

- Long distance access code (Lg dst ac)

  This prefix, if specified, is removed from any numbers entered by the subscriber if it is not needed to make the call. This simplifies the creation of the Dialing Translation Table. For North America, set the long distance access code to 1. The default for this parameter is none. The field for this parameter is a maximum of 1 digit.

- Area code (Area cd)

  If the phone number entered appears to be missing an area code, an area code is prefixed to the number. The area code is considered missing if the number has fewer than 10 digits. The default for this parameter is none. The field for this parameter is a maximum of 6 digits. If this parameter is set to none, then no area code is prefixed to the phone number.

- Access code (Access cd)

  In North America, the access code is usually 9. This number is prefixed to all numbers after Translation to access the local telephone network. If Enterprise Edge Voice Messaging is attached directly to CO lines, set the Access Code to none. The default for this parameter is none. The field for this parameter is a maximum of 2 digits.

- Reply translation (Reply trans)

  If set to "N" (no), the user must manually trim the CLID message information for the number to be dialed on the local network. For more information, refer to Replying to a message on page 73. If the reply translation is set to "Y" (yes), then the Reply feature uses the Dialing Translation Table to dial the call. The default for this parameter is "N".

To make it easier for subscribers, set the Reply Translation to "Y" if a Dialing Translation Table is created. If a Dialing Translation Table has not been created, set the Reply Translation to "N".

Setting the Dialing Translation Parameters

Setting the Dialing Translation Parameters makes the task of building a Dialing Translation Table less complex. It is not a prerequisite to set the Dialing Translation Parameters to operate Enterprise Edge Voice Messaging.

To set the Dialing Translation Parameters:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the **Parameters** button.
   The Dialing Translation Parameters dialog box appears.

3. Type the Long Distance Access Code, Area Code, Access Code and select either Yes or No for Reply Translate.

4. Click the **OK** button.

5. Click the **Close** button.

Building a Dialing Translation Table

To create a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that Enterprise Edge Voice Messaging looks up in the Dialing Translation Table. After the corresponding entry matches, the Output value substitutes for the Input value. The resulting number is ready to dial on the local network. Refer to the Sample Dialing Translation Table on page 142.

To build a Dialing Translation Table:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the **Add** button.
   The Dialing Translation dialog box appears.

3. In the **Input Value** box, type the input value.

4. In the **Output Value** box, type the output value.
   Repeat steps 2 to 4 for each Dialing Translation Table entry.

5. Click the **Close** button.

Reviewing entries in the Dialing Translation Table

You can review or check the entries in your Dialing Translation Table at any time.

To review your Dialing Translation Table entries:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box, containing the entries, appears.

2. After you have reviewed the Dialing Translation Table entries, click the **Close** button.

Changing an entry in the Dialing Translation Table

After a Dialing Translation Table has been built, you can change the Output value of an entry at any time.

You **cannot** change the Input value of an entry. The entry must be deleted and new entry must be created with new Input and Output values. Refer to Deleting a Dialing Translation Table entry on page 146.

To change an entry in the Dialing Translation Table:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the Dialing Translation entry you want to change.

3. Click the **Change** button.

4. In the **Output Value** box, type the new output value.

5. Click the **OK** button.
   Repeat steps 3 through 5 to change any other entries in the Dialing Translation Table.

6. Click the **Close** button.

Deleting a Dialing Translation Table entry

You can delete an entry in the Dialing Translation Table at any time. To locate the entry that you wish to delete, refer to Reviewing entries in the Dialing Translation Table on page 145.

To delete an entry in the Dialing Translation Table:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the Dialing Translation entry you want to delete.

3. Click the **Delete** button.

4. Click the **OK** button to verify the deletion.
   Repeat steps 3 through 4 for every entry you wish to delete.

5. Click the **Close** button.

Appendix B: Enterprise Edge Configuration Tips

Overview

This appendix describes some Enterprise Edge configuration enhancements that can maximize the efficiency of Enterprise Edge Voice Messaging.

Delayed answering by the Enterprise Edge Voice Messaging Automated Attendant

The Enterprise Edge Voice Messaging Automated Attendant can answer any call on specified Central Office (CO) telephone lines after a specified number of rings. Enterprise Edge Voice Messaging answers incoming calls when:

1. The Installer programs Enterprise Edge Voice Messaging to be the prime telephone for one or more designated CO lines. The Enterprise Edge Delay Ring Transfer (DRT) feature transfers unanswered calls on these lines to the Automated Attendant after the specified number of rings.

Note: The Enterprise Edge DRT feature applies only to incoming calls on the assigned line. It does not affect any extension calls between telephones.

Ringing lines and answer buttons

If two or more telephones have a ringing line appearance of the same incoming telephone line, and one of these telephones is programmed with the Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA) features, then all incoming calls on the incoming telephone line are directed to the Personal Mailbox of the programmed telephone.

For example, if a marketing receptionist's telephone has a ringing line appearance of the marketing director's telephone, and the receptionist's telephone is call forwarded to Enterprise Edge Voice Messaging, then all incoming call immediately transfer to the receptionist's Personal Mailbox. This is also true if the receptionist's telephone is CFNA to Enterprise Edge Voice Messaging and if the number of specified rings on the receptionist's telephone is fewer than the specified rings on the marketing director's telephone.

Note: CFAC and CFNA do not affect calls on a telephone's non-ringing lines. For example, if a receptionist's telephone has a non-ringing appearance of another telephone's CO line, and the receptionist's telephone is CFAC or CFNA to Enterprise Edge Voice Messaging, incoming calls on this line are not affected.

Ringing Answer Button

If one or more telephones have a Ringing Answer Button for another telephone, and one of these is CFAC or CFNA to Enterprise Edge Voice Messaging, all incoming calls are directed into the Personal Mailbox of the call forwarded telephone.

If two or more of these telephones are CFAC to Enterprise Edge Voice Messaging, all calls are directed to the Personal Mailbox of the telephone that is connected to the lowest numbered station port on the Enterprise Edge system.

Using Call Forward All Calls (CFAC) and Call Forward No Answer (CFNA)

When a mailbox owner does not want to take any calls for a period of time, their telephone can be forwarded to their Personal Mailbox using the Enterprise Edge CFAC feature. When forwarded, all calls to the mailbox owner's extension transfer directly into their Personal Mailbox.

To call forward to a mailbox, press [Feature] [9] [8] [4].

To cancel call forward:

Press [Feature] [#] [4]

or

press CANCEL

or

press [Call Fwd.].

No other telephone on the Enterprise Edge system can have a ringing line appearance of the mailbox owner's lines or a ringing answer button of the forwarded telephone.

Sample Enterprise Edge Voice Messaging set ups

There are several ways to set up Enterprise Edge Voice Messaging in your company. How you choose to set up Enterprise Edge Voice Messaging depends on the type of Enterprise Edge Business Communication System you have, and how many CO lines you use.

This sample Enterprise Edge Voice Messaging set up describes four different sample configurations and concludes with some useful application tips.

Setting Up for a small company

The On Your Toes Dance Studio has a Compact Business Communication system. The Installer programmed both Enterprise Edge and Enterprise Edge Voice Messaging. The Installer programmed Enterprise Edge Voice Messaging to be the Enterprise Edge Call Forward No Answer (CFNA) telephone for each extension. This means that any call not answered by a mailbox owner transfers to their mailbox.

Each mailbox owner has buttons programmed for the Enterprise Edge Voice Messaging Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

All of the employees have been assigned a mailbox number that is the same as their Enterprise Edge extension. All of the mailbox owners have initialized their mailbox, and recorded and selected a Personal Greeting.

For the purpose of this example, Enterprise Edge and Enterprise Edge Voice Messaging work together in call handling.

The central receptionist

The On Your Toes Dance Studio's receptionist handles all calls from the studio's published phone number. When the receptionist cannot answer the telephone within four rings, the Automated Attendant answers the call. The receptionist is also appointed as the Enterprise Edge designated Operator. Whenever a caller presses 0 to speak with the operator, the call transfers back to the receptionist.

Here is how On Your Toes Dance Studio's communication system works.

The On Your Toes Dance Studio's public phone number is 555-2468. The studio subscribes to custom calling services from its telephone company and this number forwards to any available (non-busy) line in a group of six lines. All six lines appear on the receptionist telephone.

Enterprise Edge Voice Messaging is the Prime Set for each of the six lines. Enterprise Edge's Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the Automated Attendant. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Note: Delayed Ring Transfer is a Enterprise Edge system-wide call handling feature. All lines on the Enterprise Edge programmed DRT to Prime are forwarded after four rings. In the Enterprise Edge Configuration, this is done by setting the Prime Set of the line to the Enterprise Edge Voice Messaging extension.

Enterprise Edge Voice Messaging uses the Greeting Table 1 to answer all calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Note: Lines must be assigned to a Greeting Table before the Greeting Table greetings are used.

Greetings have been recorded by the System Administrator and say:

Greeting No. 1	*"Good morning. You have reached On Your Toes Dance Studio. The studio is closed at this time. Please stay on the line to leave a message."* (The Enterprise Edge Voice Messaging voice prompts play after the greeting. You can make Company Greetings up to five minutes long.)
Greeting No. 2	*"Good afternoon. You have reached On Your Toes Dance Studio."*
Greeting No. 3	*"Good evening. You have reached On Your Toes Dance Studio."*
Greeting No. 4	*"You have reached On Your Toes Dance Studio. The studio is closed at this time. Please stay on the line to leave a message."*

Greeting Table 1 automatically answers calls using greetings 1 through 4. Greetings 1 through 4 play until the System Administrator assigns different numbered greetings.

When Greeting Table 1 was configured, the Primary Language was set as English.

The Costume Room

The Costume Room has one telephone with a Enterprise Edge Voice Messaging mailbox. Calls are directed to the Costume Room Attendant by the receptionist or the Automated Attendant. When the Attendant is not available, the caller is forwarded to the Costume Room mailbox. The mailbox primary message says:

"*You have reached the Costume Room. No one is available to take your call. Please leave your name and number and a brief message after the tone and we will return your call as soon as possible.*"

Setting Up for a medium sized company

The Bridge Stone Company is an engineering firm that has a Compact Enterprise Edge Business Communication system. The Installer programmed both Enterprise Edge and Enterprise Edge Voice Messaging. The Installer programmed Enterprise Edge Voice Messaging to be the CFNA telephone for each extension. This means that any call not answered by a mailbox owner transfers to their mailbox.

Each mailbox owner has buttons programmed for the Enterprise Edge Voice Messaging Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

All employees are assigned a mailbox number that is the same as their Enterprise Edge extension. All mailbox owners have initialized their mailbox, and recorded and selected a Personal Greeting.

When the receptionist is not available, the Custom Call Routing application allows incoming callers to route their own call along a call path.

For the purpose of this example, Enterprise Edge, CCR and Enterprise Edge Voice Messaging work together in call handling.

The central receptionist

Bridge Stone's receptionist handles all calls from the published phone number. When the receptionist is unable to answer the telephone within four rings, the Automated Attendant answers the call. The receptionist is also appointed as the designated Operator. Whenever a caller presses 0 to speak with the operator, the caller transfers to the receptionist.

Here is how Bridge Stone's communication system works.

Bridge Stone's public phone number is 123-1234. All lines appear on the receptionist's telephone. Enterprise Edge Voice Messaging is the Prime Set for each of the six lines. The Enterprise Edge Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the Automated Attendant.

Delayed Ring Transfer is an Enterprise Edge system-wide call handling feature. All lines on the Enterprise Edge programmed with DRT to Prime forward after four rings. In the Enterprise Edge Configuration, this is done by setting the Prime Set of the line to the Enterprise Edge Voice Messaging extension. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Enterprise Edge Voice Messaging uses Greeting Table 1 to answer all calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Greetings have been recorded by the System Administrator and say:

Greeting No. 1	*"Good morning. You have reached Bridge Stone Engineering."* (The CCR Home Menu plays after the greeting. You can make Company Greetings up to five minutes long.)
Greeting No. 2	*"Good afternoon. You have reached Bridge Stone Engineering."*
Greeting No. 3	*"Good evening. You have reached Bridge Stone Engineering."*
Greeting No. 4	*"You have reached Bridge Stone Engineering. Our office is closed at this time. Please stay on the line to leave a message."*

Greeting Table 1 automatically answers calls using greetings 1 through 4. Greetings 1 through 4 play until the System Administrator assigns different numbered greetings.

When the Greeting Table was configured, the Primary Language was set as English.

Note: Lines used must be assigned to the Greeting Table before the Greeting Table greetings are used.

Following the Company Greeting the CCR Home Menu voice prompt plays. This menu provides a list of single digit options to a caller. A caller, after listening to the Home Menu, selects an option by pressing a number on any touch tone phone. For example:

"To speak to our customer service representative, press 1. *To reach our sales department, press* 2. *To reach our shipping and receiving department, press* 3. *To speak with our receptionist, press* 0."

The Customer Service and Sales department

This department has two secretaries, two customer service representatives, two sales agents, a sales manager, and a customer service manager. Enterprise Edge Voice Messaging is set up to answer all calls with callers selecting either customer service or sales from the CCR Home Menu voice prompt.

Incoming calls for customer service transfer directly to the customer service receptionist. Incoming calls for sales transfer directly to the sales receptionist.

The managers

Bridge Stone managers have a personal CO line that appears on their private telephone and their receptionist's telephone. The managers have their receptionist answer all calls, and then transfer the calls to each manager's telephone.

When the managers are unavailable to take a call, the call rings back at the receptionist's set. The receptionist handles the call by suggesting that the caller leaves a voice message in the manager's Personal Mailbox. If the caller wants to leave a message, the receptionist transfers the caller using the Enterprise Edge Voice Messaging Transfer Feature (Feature 986).

When Enterprise Edge Voice Messaging is set up in this manner, the Enterprise Edge CFNA for the manager's set is not used. The receptionist answers the manager's calls and uses Enterprise Edge Voice Messaging's Transfer Feature to transfer the caller to the manager's telephone. Enterprise Edge Voice Messaging's Transfer Callback Feature returns the call to the receptionist's telephone when a manager is not available to take a call.

Note: The receptionist's telephone has a ringing line appearance. This telephone cannot be forwarded to another telephone.

Shipping and Receiving

All the employees in this department share the same Enterprise Edge telephone. This department uses one telephone line that is assigned to the loading dock. This line is assigned to Path 3 of the CCR Home Menu.

The shipping and receiving department mailbox greeting informs callers they can leave a message or press 0 to speak with the receptionist.

Feature Compatibility

This part of the appendix describes how Enterprise Edge features interact with Enterprise Edge Voice Messaging. The section is organized in alphabetical order, according to the Enterprise Edge feature.

Enterprise Edge ATA 2

An analog single-line set can be connected to Enterprise Edge Voice Messaging using the Enterprise Edge ATA 2. This type of set, working with DTMF tones, allows access to Enterprise Edge Voice Messaging options through the dialpad only. There is no Message Waiting Notification availability.

Rotary dials cannot be used internally with Enterprise Edge Voice Messaging.

Answer buttons

For information about Answer Buttons, refer to Ringing Answer Button on page 148.

Autodial (internal)

All mailbox owners on the Enterprise Edge Voice Messaging system can program the Enterprise Edge Voice Messaging extension. The Enterprise Edge Voice Messaging extension is determined using Feature Code 985.

The System Administrator can use autodial for Busy Lamp Field (BLF) indication for all voice channels. This allows Enterprise Edge Voice Messaging channels to be monitored during busy periods.

Automatic Set Relocation

Must be set to NO when changing the Enterprise Edge Voice Messaging extension and connections between the Enterprise Edge and the Enterprise Edge server.

Call Forward All Calls (CFAC)

Any ringing line or answer button appearance on a set forwards to the extension specified by the call forwarded extension.

When CFAC is in use, a caller receives the mailbox of the CFAC extension immediately.

Call Forward No Answer (CFNA)

Any ringing line appearance on a set is CFNA to the extension specified after the programmed number of rings.

CFNA is not applicable in an Automated Attendant application. If Delayed Ring Transfer (DRT) is being used for Enterprise Edge Voice Messaging answering, ensure that the number of rings for CFNA on any of the sets is equal to or higher than the number of rings for DRT.

CFNA takes precedence over DRT and Transfer Callback if it has a lower number of rings.

Camp On

The Camp On Feature cannot be used to access Enterprise Edge Voice Messaging. If a user calls the extension and there is no answer, the user cannot invoke the Camp On Feature. Instead, advise the user to wait a few moments and try the Enterprise Edge Voice Messaging extension again.

Changing extensions

Using Enterprise Edge configuration programming to change the Enterprise Edge Voice Messaging extension is not automatically supported by Enterprise Edge Voice Messaging. If you change the Enterprise Edge Voice Messaging extension, reboot Enterprise Edge Voice Messaging.

Delayed Ring Transfer (DRT)

To use Enterprise Edge Voice Messaging as a secondary line answering position, set DRT:

1. Assign the Enterprise Edge Voice Messaging extension as the prime extension for the specified lines that are to be DRT to Enterprise Edge Voice Messaging.

2. Set the Enterprise Edge DRT to YES.

3. Set DRT Delay from one to six rings.

4. Assign a Greeting Table to each line that is to be DRT to Enterprise Edge Voice Messaging.

5. Set the Enterprise Edge Voice Messaging Answer option to NO for the lines that are to be DRT to Enterprise Edge Voice Messaging.

When DRT is used for Enterprise Edge Voice Messaging Answering, and Enterprise Edge telephones with a ringing line appearance forward to Enterprise Edge Voice Messaging, a caller receives the mailbox of the CFAC set immediately.

Disconnect Supervision

When the Enterprise Edge server has Line Disconnect Supervision and a caller hangs up after reaching the Automated Attendant, Enterprise Edge Voice Messaging immediately senses this and breaks the connection. This results in fewer ‘phantom’ messages in the General Delivery Mailbox and prevents Enterprise Edge Voice Messaging ports from being occupied.

Do Not Disturb (DND)

Stops all tones and ringing to a set. When a call transfers to a set with DND activated, the call appears as a flashing indicator on an available line. The Automated Attendant transfers the caller to the mailbox associated with that telephone.

Feature timeout

Enterprise Edge Voice Messaging has a timeout of up to two minutes. This feature is independent of the Enterprise Edge timeout.

Hold

A mailbox owner cannot put a session on hold. If the hold button is pressed during a Enterprise Edge Voice Messaging programming session, Enterprise Edge Voice Messaging disconnects, except when Automatic Hold is used to transfer a caller to a mailbox or an extension. Enterprise Edge Voice Messaging ignores Held Line Reminder tones.

Intercom Numbers

An inside user can access Enterprise Edge Voice Messaging using an intercom button and pressing the extension. Access to the Enterprise Edge Voice Messaging Feature Codes and "*Message for you*" indication requires an intercom button on the set.

An intercom button is required to notify an extension of an incoming transfer.

Language choice

The Enterprise Edge Voice Messaging language capability is independent of Enterprise Edge's language selection for a set. Enterprise Edge Voice Messaging language availability is determined by the Class of Service assigned to a mailbox.

Note: The Enterprise Edge Voice Messaging language option is enabled after a mailbox owner starts a session.

Lines

When a line programmed for the Automated Attendant appears on a set, it rings when Enterprise Edge Voice Messaging transfers the call. When a line programmed to be answered by the Automated Attendant does not appear on a set, a call is transferred to an intercom line appearing on the intercom button.

Message Send/Reply/Waiting

Any message notification left by an internal caller can be replied to using the Enterprise Edge Voice Messaging message reply options. After listening to a message, a user can forward a copy of the message to another mailbox or call the message sender.

Note: Replying to a message from an Enterprise Edge one line display phone requires the user to press 9 after listening to the message.

Night Service

When Night Service is activated and the Enterprise Edge Voice Messaging prime extension is specified as the Night Ring extension for an incoming line, a caller immediately hears the Enterprise Edge Voice Messaging Automated Attendant.

Prime Set (multiple)

When configuring lines, Enterprise Edge Voice Messaging can be designated as the prime extension. Enterprise Edge Voice Messaging answers with the Automated Attendant.

Private line

When private lines are assigned to a set programmed to ring, CFNA to Enterprise Edge Voice Messaging is answered by the set's Personal Mailbox. If a private line is the only appearance on that set, Enterprise Edge transfers calls through the intercom button.

Note: If the private line is not programmed to ring, CFNA is not activated.

Release button

Ends an Enterprise Edge Voice Messaging session or telephone call.

Ringing line preference

Ringing lines programmed to Enterprise Edge extensions are recognized by Enterprise Edge Voice Messaging. Features such as CFNA and CFAC to Enterprise Edge Voice Messaging are not recognized by non-ringing lines programmed to an Enterprise Edge extension. Refer to the Call Forward No Answer (CFNA) on page 153, Call Forward All Calls (CFAC) on page 153 and Answer buttons on page 153.

Selective Call Forward

Refer to Do Not Disturb (DND) on page 155.

Service Modes

The Service Modes feature allows the Enterprise Edge System to be programmed to forward all incoming calls to Enterprise Edge Voice Messaging during specific time periods, such as lunch time or nonbusiness hours. Enterprise Edge Voice Messaging answers with the Automated Attendant.

Transfer Callback

Calls through the Automated Attendant that are transferred to a extension without CFNA are routed by Transfer Callback to Enterprise Edge Voice Messaging after the designated number of rings. The CFNA/Transfer Callback feature is programmed so that the fewest rings take precedence.

Glossary

AA

See Automated Attendant.

Administration

The tasks involved in maintaining the Enterprise Edge Voice Messaging Mailboxes, Greetings and set up configuration. Administration also involves setting up and maintaining the CCR Trees.

Alternate extensions

When a caller dials an extension that is programmed to have one or more alternate extensions, Enterprise Edge Voice Messaging rings at all of the sets simultaneously. The first set to answer accepts the call, the other sets cannot access the line or use the Interrupt Feature (Feature 987) to access the answered line.

Alternate extensions are available only on User mailboxes.

Alternate Greeting

A greeting that is recorded for a Personal Mailbox and played only on exceptional occasions, such as absence.

Alternate Language

Enterprise Edge Voice Messaging software is available in either English and French or English and Spanish. When the Primary Language is English, the Alternate Language is either French or Spanish.

Attendant sign ON/OFF

A task performed by a company Receptionist or designated Operator that indicates to Enterprise Edge Voice Messaging when an “Operator” is available to answer calls.

Automated Attendant

The Enterprise Edge Voice Messaging answering service that answers incoming calls with a Company Greeting, plays a menu of options to a caller, and performs call routing functions in response to a caller’s selections.

Blind Call

An incoming call where the caller is transferred directly to the extension requested.

Broadcast Message

A message that can be sent by the System Administrator. This type of message is played in all initialized Personal Mailboxes and plays immediately when the mailbox is opened by the owner. It is deleted automatically after the mailbox owner listens to the message.

Business Status

A setting that overrides the schedule of the Greeting Table and plays the Non-business greeting until turned off.

CCR

See Custom Call Routing.

Channel configuration

The number of channels on the Enterprise Edge Voice Messaging unit that are designated for outdialing.

Class of Service

A Class of Service defines the values for the special features of a Mailbox. When registering a mailbox, the System Administrator programs several special features at once by choosing the number from the Class of Service table that provides the level of service most appropriate for the user.

A mailbox cannot be added without a Class of Service.

Company Directory

The Company Directory is an internal voice list containing the names of mailbox owners with initialized mailboxes who have been designated to appear in the directory.

Configuration

The tasks involved in setting up the different parameters of Enterprise Edge Voice Messaging. For example, configuring the Central Office (CO) lines answered by Enterprise Edge Voice Messaging.

Configuring Enterprise Edge Voice Messaging lines

The tasks involved in determining which external lines are answered by Enterprise Edge Voice Messaging and which Greeting Table is assigned.

Custom Call Routing Tree

Call Paths that allow users to select options to direct their own calls along the paths you have created.

Default

The parameters that are preset when Enterprise Edge Voice Messaging is shipped from the manufacturer.

Destination

On a CCR Tree, the Destination determines where the caller is directed after listening to information or leaving a message in a mailbox. The three Destination Types are:

- PREV: returns the caller to the Previous menu
- HOME: returns the caller to the Home Menu
- DISC: disconnects the call

Destinations can be assigned only to the Information Message and Leave Message options.

Display

A one-line or two-line display screen on an Enterprise Edge telephone that shows Enterprise Edge Voice Messaging commands and options.

Display buttons

The three buttons that appear below an Enterprise Edge two line display display. When pressed, these buttons select the specified Enterprise Edge Voice Messaging option.

Display Options

The choices available to a mailbox owner that appear on the Enterprise Edge two-line display. Options appearing on the display can be selected using the display or dialpad buttons.

Enterprise Edge ATA 2

An Enterprise Edge product that allows the connection of an analog device, such as a single-line telephone or a facsimile machine, to an Enterprise Edge system.

Enterprise Edge Voice Messaging Programming Record

A booklet where you record Enterprise Edge Voice Messaging configuration and CCR Tree programming information.

Envelope information

A date and time stamp that appears on all messages left in a mailbox. When the message has been left by another mailbox owner, envelope information includes the message sender's name.

Extensions

A two to seven-digit number that is used to reach a designated telephone.

Extension length

The number of digits in a Enterprise Edge extension and a Enterprise Edge Voice Messaging mailbox number. The extension length ranges from two to seven digits.

Feature Code

A unique three-digit code that is used to access Enterprise Edge Voice Messaging Features and options.

General Delivery Mailbox

One of the two Special Mailboxes used to collect messages for individuals who have not been assigned Personal Mailboxes.

Greetings

There are three types of Enterprise Edge Voice Messaging Greetings: Company Greetings, Personal Mailbox Greetings and Information Mailbox Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in a selected mailbox. Information Mailbox Greetings are played to describe goods or services available to callers.

Greeting Tables

A table for storing recorded Company Greetings, start times assigned to the greetings, and the lines that are answered by Enterprise Edge Voice Messaging. There are four Greeting Tables.

Group Lists

A collection of mailbox numbers that are assigned a special “Group” number by Enterprise Edge Voice Messaging. When a message is sent to a Group List, all mailboxes contained in the list receive the same message.

Guest Mailbox

A Guest Mailbox is a type of Personal Mailbox assigned to people who do not have a permanent extension, but require a mailbox. These mailboxes receive and store messages in the same way that User Mailboxes do.

Home Menu

The Home Menu is the first CCR menu the caller encounters after hearing the Company Greeting. The Home Menu provides a list of single-digit options to a caller. A caller, after listening to the Home Voice Menu, selects the option by pressing a number on any touchtone telephone.

A Home Menu can be programmed to offer eight options. By default, "0" is reserved for reaching the Operator, and "9" offers the menu in the alternate language.

The Home Menu can also be a recorded Information Message that announces information to a caller and then disconnects that call when the announcement is finished.

Home Menu Voice Prompt

A voice prompt that provides a list of number options. When pressed, these options route a caller to: a sub-menu, an Information Message, a Leave Message option, or a transfer to an extension.

ICS

Integrated Communication System, an Enterprise Edge business telephone system.

Information Mailbox

A mailbox that provides a caller with a message describing goods or services available from your company. The Information Mailbox does not take messages and does not have an extension associated with it.

Information Message

On a CCR Tree, an Information Message is a message you record to provide a caller with information about goods or services available from your company. Information mailboxes must be created before the Information Message option can be added to the CCR Tree.

Initialize

Preparing a mailbox to receive messages, which includes changing a mailbox default password, recording a Company Directory name, and recording Personal Mailbox Greetings.

Initializing Enterprise Edge Voice Messaging

Preparing the Enterprise Edge Voice Messaging settings that are used in mailbox number length and Language preference.

Leave Message

The Feature Code used to leave messages in Enterprise Edge Voice Messaging mailboxes.

Leave Message option

The Leave Message option on a CCR Tree provides a caller with access to a mailbox so they can leave a message. By selecting this option, the caller is automatically transferred to a mailbox to leave a message.

Level

The Home Menu is on Level 0. As sub-menus are added, the caller progresses through the levels of the CCR Tree. A total of 10 levels can be created (from 0 to 9).

Mailbox

A storage place for messages on the Enterprise Edge Voice Messaging system.

Mailboxes

Part of the *Enterprise Edge Voice Messaging Programming Record* that contains mailbox information which includes mailbox number, assigned extension, mailbox owner's name, and Directory Overrides.

Mailbox number length

The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

Mailbox Overrides

Mailbox Overrides are optional parameters in addition to the Class of Service values. The Mailbox Overrides are: Include in Company Directory, Alternate Extensions, Fax Line (virtual), Call Screening, Message Waiting Notification, and Outdial route.

Menu

A menu is a voice prompt you record that provides a caller with a list of up to eight options. There is one default pre-recorded menu, the Automated Attendant Menu, that plays after the Company Greeting. You can replace this default menu with a custom menu, or you can assign the CCR Home Menu to play instead of an Automated Attendant menu.

Message Delivery Options

Message sending options that are stamped onto a message. There are five Message Delivery Options: Normal, Certified, Urgent, Private and Timed. A Message Delivery Option can be assigned to a message after a user has selected a mailbox, or after recording a message.

Message Waiting Notification

Message Waiting Notification provides a mailbox owner with a message notification `Message for you` on the display of their telephone. This Enterprise Edge Voice Messaging Feature is a Mailbox Override.

Never Full Mailboxes

Your Enterprise Edge Voice Messaging mailbox is equipped with the Never Full Mailbox Feature, which allows a caller to leave a message in your mailbox, even if the mailbox is “full”. The message is stored, but cannot be accessed until you delete at least one saved message.

Off-premise Message Notification

Allows you to direct your messages to any phone number, extension or to a pager. This Enterprise Edge Voice Messaging Feature is part of the Class of Service.

Operator

The Operator is the person whose extension rings when the caller is prompted by the Automated Attendant to “Press 0 for an operator”. When the Operator is not available, all calls requesting the Operator are transferred to the General Delivery Mailbox.

In Class of Service, the Operator is also known as a Targeted Attendant.

Operator default extension

The Receptionist or Enterprise Edge Voice Messaging designated Operator’s default extension. This default is preset to none, and must be changed to any valid extension on the system.

Operator Status

The Enterprise Edge Voice Messaging setting that tells the system whether or not a Receptionist or designated Operator is available.

Option

An Enterprise Edge Voice Messaging choice that is given to a user through voice or display prompts.

Outdial route

Outdial route determines which line or line pool the system uses when a mailbox owner replies to a message left by an external caller.

Password

A four- to eight-digit number that is entered using the dialpad. A password is used to open mailboxes or perform configuration tasks.

Path

A Path is the course an incoming call takes to or through one or more menus on a CCR Tree to reach a desired destination.

Path number

An identification number assigned to a Path on each CCR Tree. The number represents the sequence of digits that callers enter to route themselves along the Path.

Personal Mailboxes

Personal Mailboxes (appears on the telephone display as Subscriber when programming)

- are assigned to users by the System Administrator
- include both User Mailboxes and Guest Mailboxes
- are maintained by the mailbox owner
- can be listed in the Company Directory under the mailbox owner’s name
- are protected by a password that can be changed by the mailbox owner, or reset to 0000 by the System Administrator if the password is forgotten

Primary Greeting

The main greeting played in a Personal Mailbox to callers who want to leave a message.

Programmable memory buttons

Buttons on the Enterprise Edge one line and two line display telephones that can store Feature Codes and numbers.

Registering Mailboxes

Registering a mailbox adds a mailbox number to the Enterprise Edge Voice Messaging system using the Configuration Feature Code.

Reports

The Reports used to view Enterprise Edge Voice Messaging programming, the amount of available message storage time, and CCR programming and administration.

Resetting passwords

A System Administrator task that changes a mailbox password from its current setting back to the Enterprise Edge Voice Messaging default setting 0000.

Resetting Enterprise Edge Voice Messaging

Returning Enterprise Edge Voice Messaging to its original default settings.

Special Mailboxes

The two mailboxes used by the System Administrator and designated Operator. The two Special Mailboxes are System Administrator and General Delivery.

Sub-menu

A sub-menu is any menu presented to the caller after the Home Menu. Sub-menus can lead to other sub-menus. A total of nine sub-menus can be added to a CCR Tree.

Subscriber

When creating new mailboxes, the choices are Subscriber (which is a Guest or User mailbox) or Information.

System Administrator

The person responsible for configuring, updating, and maintaining the Enterprise Edge Voice Messaging system.

System Administrator Mailbox

One of the two Special Mailboxes. Used by the System Administrator for sending Broadcast Messages. This is the System Administrator's Personal Mailbox.

Target Attendant

The Target Attendant is assigned to answer a telephone when a caller opens a mailbox to leave a message and presses [0] to reach the Operator.

Touch Tone Phone

A push button telephone that emits DTMF tones.

Transfer

On a CCR Tree, a Transfer prompt provides a caller with access to an extension or an external number. A Transfer prompt is assigned a one-digit number that appears in a menu. When this number is pressed, the caller automatically transfers to speak with an individual.

User Mailboxes

User Mailboxes store the messages for mailbox owners who are unable to answer their telephone. These can be assigned to anyone in the system who has an Enterprise Edge telephone.

Voice Prompts

The prerecorded voice instructions that are played when accessing the different Enterprise Edge Voice Messaging Features and Options. Voice Prompts also guide a caller along the call Path of a CCR Tree.

Workspace

The Workspace is a temporary space on the system that allows the System Administrator to assemble or make changes to a CCR Tree.

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